



2000 OCCUPATIONAL OUTLOOK

ORANGE COUNTY

2000

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OCCUPATIONAL OUTLOOK FOR ORANGE COUNTY

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INTRODUCTION

The 1998 - 2000 *Special Edition* Occupational Outlook for Orange County is the result of a collaborative effort between the Orange County Board of Supervisors; the Orange County Workforce Investment Boards (formerly the Private Industry Councils), the State of California Employment Development Department, Labor Market Information Division (EDD/LMID), and the California Cooperative Information System (CCOIS). The EDD/LMID and the Orange County Workforce Investment Act (WIA) funds, as administered by the Orange County Board of Supervisors provided the funding for this report. The Occupational Outlook Report is sponsored by the California Occupational Information Coordinating Committee (COICC).

Since 1990, the County of Orange has been providing this information under the CCOIS. In the past decade, labor market information has been obtained on approximately 200 occupations through confidential surveys of over 4,000 local employers. The Occupational Outlook has been and still is the *only* source of local, in-depth, and up-to-date occupational information. The occupations selected for the survey are based upon the 1997 –2004 Occupational Projections provided by the EDD for Orange County. This 1998 – 2000 *Special Edition* Occupational Outlook for Orange County (OOR) includes detailed information on seventy-five occupations, provided by over 1200 local employers which were surveyed during the years 1998, 1999, and 2000.

PROGRAM GOAL

The Mission of the Orange County Workforce Investment Board is to “Respond to the Needs of Businesses, Job Seekers, and Students Through an Integrated Workforce Development System”. The Occupational Outlook Report is an important component of the Workforce Development System whose primary goal is to match the labor needs of Orange County’s employers with the skills of the job seekers by providing current, local, and detailed occupational information.

ABOUT THE OCCUPATIONAL PROFILES

The occupational profiles contain descriptive and statistical occupational information, including data obtained through confidential surveys with Orange County employers. The profiles are in alphabetical order by occupation title and year. Detailed information includes: occupation description; wages & fringe benefits; employer requirements, including training and work experience; skill requirements; employment trends, and training information is provided for each occupation profiled in this report.

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements, wages, occupational demand, and sources of employment and training.

Program Planning This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design Training providers can assess and update their curriculum based on current employer need and projected trends, as indicated in this report.

Economic Development Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates and wages, useful in determining the potential for business growth and development in our labor market area.

Program Marketing Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Information contained in the Occupational Profiles section of this report, unless otherwise noted, applies specifically to Orange County.

ABOUT THE TRAINING DIRECTORY

In addition to the Occupational Profiles, the 1998 - 2000 *Special Edition* Occupational Outlook Report for Orange County provides a comprehensive Training Directory of providers offering courses related to the occupations surveyed. The Training Directory is updated annually, however, changes in phone numbers or programs offered may occur after the update has been completed. The reader is urged to contact the school directly for specific education or training information. Inclusion in the Training Directory does not constitute endorsement of a provider's program or the quality of its services, nor does exclusion imply an unfavorable judgement of the contribution a provider may be making to the community.

The training providers are grouped alphabetically into five major categories: Colleges and Universities; University Extensions; Community College Districts; Regional Occupational Programs (ROP); Adult Education Programs, and Private Training Providers. Together, these providers offer almost all of the necessary certificate or degree programs to prepare an individual for entry into a new occupation. The following offers a brief description of each of the five educational and training categories:

Colleges and Universities may either be public or privately funded. Coursework offered generally is extensive and in-depth leading to a 4-Year Degree. Post-Graduate coursework is often available leading to a Masters Degree and Ph.D. Entrance requirements are usually higher than Community Colleges.

University Extensions generally do not provide degrees, but instead offer certificate programs, conferences and seminars, technical classes, and short courses for continuing education.

Community Colleges are publicly funded and generally offer remedial and basic college-level courses; continuing education courses; vocational/technical certificate programs, and 2-Year Associate Degrees. Many of the courses offered are transferable to a 4-Year College and count towards the total number of units required to obtain a Bachelors Degree. Courses are often less expensive than those offered at a 4-Year College or University.

Regional Occupational Programs (ROP) are certificate training programs offered by public schools statewide to high school students (age 16 or older) and adults. They offer more than 100 different career preparation courses within five career pathway areas: Business Office/Marketing, Industrial & Technical, Health, Consumer Homemaking/ Home Economics, and Agriculture. Certificate programs are generally low-cost and rarely last more than one year.

Adult Education Programs are offered to adults and located within public schools. Basic education, literacy programs, continuing education classes and vocational training are generally low-cost and rarely last more than one year. Most programs offer a General Education Diploma (GED) which *may* be substituted for a high school diploma—an important credential for job seekers.

Private Training Providers are required to be approved by the California Bureau for Private Postsecondary and Vocational Education (BPPVE). Courses and fees vary considerably; therefore, it is suggested that the prospective student contact the school directly to determine the validity of the programs offered in meeting the student's career goals.

Additional information regarding job profiles and training may be accessed through the EDD's California Career & Training Information System—CaCTIS web site at <http://www.cactis.ca.gov> CaCTIS is a Joint Project from the California Occupational Information Coordinating Committee and the Labor Market Information Division of the Employment Development Department.

STATE AND FEDERAL LEGISLATIVE MANDATES

The occupations surveyed under the CCOIS over the past decade present a comprehensive, longitudinal study of the evolution of Orange County's labor market. The coordination of the program at the State level, allows economists, planners and others to view the labor markets region by region or the State as a whole, using *locally inputted data*. The labor market information provided in the Occupational Outlook Report meets the requirements of federal and State legislation including:

Workforce Investment Act of 1998 (WIA)
Carl D. Perkins Vocational and Applied Technology Education Act
California's Family Economic Security Act (FESA)
California Education Code (ROC/P and Community Colleges)
Wagner-Peyser Act
Welfare to Work Act of 1997 (CalWORKS)

GUIDE TO THE OCCUPATIONAL PROFILES

Special Edition Occupational Profiles for 1998, 1999 and 2000

The Occupational Profiles are organized by year beginning with the current year 2000. Although there were minor modifications to the format in which the data was presented, and some data categories were added or eliminated, the basic information described in this section remains the same for all three years. Training providers are included at the end of each year for the occupations surveyed.

Titles and Job Descriptions

Occupation titles and job descriptions are listed alphabetically by either their 6-digit Occupational Employment Statistics (OES) classification number, developed by the U.S. Department of Labor, or by a 9-digit Non-OES classification number. The OES classification system groups all jobs in the labor market into approximately 700 “standard occupations” and is closely related to other sources of occupational data at the State and national levels. This system allows for OES classified occupations in one location to be reasonably compared with the same OES classified occupation in another location. Non-OES classified occupations or “non-standard occupations” generally represent emerging occupations not identified or categorized by the OES classification system. Non-OES classified occupations may not be directly comparable across locations and, therefore, are not included in employment projections.

Wages and Benefits

Wages included in this report are hourly rates paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wage data are shown to the nearest whole number, this should not be interpreted as an indication of precision (ranges are considered to be representative). In some cases, entry level wages may be higher than wages paid to experienced employees as a result of contracted amounts or fringe benefits. The data enable comparison of salary ranges across occupations; however, the data are not intended to represent *official* prevailing wages. Union and non-union wages are reported separately if the percent of union employment is less than 80% or greater than 20%. Wage data were collected during the time period June 1, 2000 to August 8, 2000, and reflect the following definitions:

New Hires, Inexperienced: Persons trained or otherwise qualified, but without paid experience in the occupation. Note: entry-level wages may be higher than other categories as a result of contracted amounts or fringe benefits.

New Hires, Experienced: Wages paid to journey-level or experienced persons just starting at the firm.

3+ Years With Firm: Wages generally paid to persons with more than three years' journey-level experience at the firm.

The benefit information was obtained from employer survey results. The data was provided by employers responding to the benefits questions and may not represent all the employers surveyed. All data is based on full time employment and the percentage of employers responding to the questions.

Employer Requirements

This section indicates the employer's requirements for training and work experience, education, and skills. Also included are typical employer preferences and key personal traits usually present in those working in the occupation.

When reference is made to "**All, Almost all, Most, Many, Some, or Few**" of the survey respondents, the following guidelines apply:

All employers	=	100%
Almost all employers	=	80% up to but not including 100%
Most employers	=	60% up to but not including 80%
Many employers	=	40% up to but not including 60%
Some employers	=	20% up to but not including 40%
Few employers	=	less than 20%

Skills, Licenses and Other Requirements provide more detailed information regarding actual characteristics of the occupation.

Employment Terms

The terms presented in this section of the report refer to the relative difficulty employers experience in locating qualified applicants for entry and experienced positions in the occupation. This section is useful to students and job seekers in determining the probable degree of difficulty in obtaining employment in the occupation. The terms used in describing the local supply and demand situation found in the area for the 1999 and the current OOR are defined as:

Very Difficult: Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search. Weighted Average is 3.00 through 4.00

Moderately Difficult: Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search. Weighted Average is 2.00 to but not including 3.00

Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants. Weighted Average is 1.00 to but not including 2.00

For the Occupations surveyed in 1998, the following terms were used to describe the supply and demand situation: 1) very difficult, 2) somewhat difficult, 3) a little difficult, and 4) not difficult.

The Turnover Rate is determined by the total number employees hired to fill vacancies created by employees leaving plus new positions, divided by the total number of employees of all firms. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations rather than of industry growth. Replacement openings are most numerous in occupations with relatively low training.

Recruitment Methods are shown to aid the job seeker in determining the best approach to use for seeking employment in the particular occupation.

Other information that may be listed here includes employers who will promote from within the organization; union affiliation; work patterns and, if indicated by the employers, emerging occupations.

The terms used to describe the size of a particular occupation refer to the estimated number of workers in the occupation in Orange County. Occupational size in Orange County for the period 1997 – 2004 is described using the following scale:

Small	-	Less than 1,837
Medium	-	1,837 to 3,674
Large	-	3,675 to 7,961
Very Large	-	More than 7,962

Orange County's Average Job Growth Rate for the period 1997 – 2004 is projected to be 19.2%. This is an increase from the previous projection period, 1995 – 2000, when, according to EDD, the Average Job Growth Rate was 14.8%. Employers were asked to report if they experienced an increase or decline in the previous 12 months and whether they expect the occupation to increase or decline in the next 2 years. For OES classified occupations, the EDD's projections for the occupation are also provided using the following terms, for comparison:

Much faster than average	1.50 times the or more
Faster than average	1.10 to but not including 1.50 times average
Average	0.90 to but not including 1.10 times average
Slower than average	0.10 to but not including 0.90 times average
No significant change	- 0.10 to but not including 0.10 times average
Slow decline	Less -0.10 times average

Training Providers

Some of the training providers and programs offered are listed for the specific occupation. Training data was collected in the summer and fall of 1998, 1999 and 2000. The validity of this information is based solely on information provided by the training provider. Changes often

occur; therefore; users of this information are encouraged to contact the provider directly. Additional Internet training resources are listed including the State Training Inventory, Orangeworks, I-TRAIN and, where appropriate, California Regional Occupational Programs.

RESEARCH METHODOLOGY

Occupation Selection Process

The Employment Development Department prepares a forecast of employment trends for occupations in Orange County with 100 or more employees. EDD's projections tables are used as the basis for the occupation selection. For the years 1998 and 1999, EDD's occupational projections for 1995-2002 were used. For the current year 2000, EDD's 1997-2004 occupational projection tables were used. The major criteria for selecting an occupations to be surveyed is a) they cannot have been surveyed in the past 3 years, b) they must have a substantial employment base in Orange County, and c) they must represent varied education and training requirements.

Survey Sample Selection

After the occupations were selected, LMID staff created a representative sample of employers for each of the occupations. The sample, selected from a confidential State employer database, was carefully reviewed and employers were contacted to verify company name, address, confirm the existence of the occupation at the company and obtain the name of a contact person. The sample was further refined until an accurate sample of 40 employers for each occupation is obtained.

Questionnaire Development and Data Collection Procedures

LMID staff developed statewide, standardized questionnaires for the occupations to be surveyed. The questionnaires utilized for the surveys over the past 3 years contained the same basic questions with minor modifications. The County conducted a competitive bid to subcontract the survey process and tabulate the data. The Social Science Research Center at California State University Fullerton was selected and has since conducted the surveys for the occupations included in this report.

Employers were contacted by telephone and additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and also to survey 40% of the sample's projected employment size. Response goals are designed to ensure that information is collected from enough firms to include an appropriate number of workers in the occupation and represent all industries that employ significant numbers of workers in the occupation.

All survey data was reviewed for accuracy and completeness. Employers were re-contacted if answers were missing, unclear or conflicted with other answers.

Tabulation and Results

Survey results were entered into a secured database and tabulations were prepared using LMID software. The tabulations were used to prepare the occupational tables and summarize

information on skills needed; education, training and work experience; wages and fringe benefits; projected growth; supply and demand assessment, and other information.

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Confidentiality

All surveys are confidential and survey data is kept secured to protect the employer's proprietary information. Specific employer information is never divulged and only aggregate data is published.

Occupations Surveyed 1990 – 2000

<i>Report Year</i>	<i>Occupational Titles</i>
2000	Adjustment Clerks
1999	Administrative Assistants
1995	Administrative Service Managers
1991, 1998	Amusement and Recreational Attendants
1993	Appraisers - Real Estate
1993, 1998	Artists and Related Workers
1998	Assemblers and Fabricators-Except Machine, Electrical, Electronic and Precision
1990, 1998	Automotive Body, Related Repairers
1990–96, 2000	Automotive Mechanics
1997	Bakers - Bread and Pastry
1992	Bartenders
1993, 2000	Bill and Account Collectors
1993	Billing, Posting, Calculating Machine Operators
1999	Biotechnology Laboratory Assistants
1990-94,1997	Bookkeeping, Accounting and Auditing Clerks
1992	Bus and Truck Mechanics
1990, 1998	Bus Drivers – School
1995	Cardiology Technologists
1990, 1999	Carpenters
1996	Chemical Technicians and Technologists - Except Medical and Clinical
1992–97, 2000	Child Care Workers
1993	Chiropractic Assistants
1994	Civil Engineers
1995	Claims Examiners- Property and Casualty Insurance
1991	Combination Machine Tool Operators and Tenders -- Metal, Plastic
1991	Combination Machine Tool Setters, & Set-Up Operators -- Metal, Plastic
1995	Compliance Officers and Enforcement Inspectors- Except Construction
1995	Computer Aided Design (CAD) Technician
1995, 1999	Computer Engineers
1990	Computer Operators
1992-96, 1999	Computer Programmers, Including Aides
1997, 2000	Computer Support Specialists
1994	Construction and Building Inspectors
1994	Construction Estimators
1998	Construction Managers
1994	Cooks -- Institution or Cafeteria
1990, 1996	Cooks -- Restaurant
1993, 1999	Counter and Rental Clerks
1992	Court Reporters / Shorthand Reporters
1994	Customer Service Representatives
1995	Data Entry Keyer's -- Except Composing
1991, 1994	Data Processing Equipment Repairers
1998	Demonstrators and Promoters
1990	Dental Assistants
1992, 1995	Dental Hygienists
1998	Designers – Except Interior Designers
1991	Desktop Publishers

Occupations Surveyed 1990 – 2000

<i>Report Year</i>	<i>Occupational Titles</i>
1995	Detectives and Investigators – Except Public
1998	Dieticians and Nutritionists
2000	Dining Room Attendants, Bartender Helpers
1994	Dispatchers, Except Police, Fire and Ambulance
1990, 1994	Drafters
1992, 1998	Driver/Sales Workers
1995	Economists, Including Market Research Analysts
1990	Electric Home Appliance and Power Tool Repairers
1990-94, 1998	Electrical and Electronic Assemblers
2000	Electrical and Electronic Engineers
1990-94, 2000	Electrical and Electronic Engineering Technicians and Technologists
1992, 1998	Electricians
1997	Electronic Home Entertainment Equipment Repairers
1993	Employee Interviewers – Private or Public
1993	Employee Transportation Coordinators
1999	Engineering, Mathematical, Natural Science Managers
1994	Environmental Engineers
1992	Environmental Hazardous Waste Managers
1991	Environmental Hazardous Waste Technicians
1999	Fiber Optic Technicians
1994, 1999	Financial Managers
1999	Firefighters
2000	First-Line Supervisors/Managers – Construction Trades and Extractive Workers
2000	First-Line Supervisors/Managers – Production
1993	First-Line Supervisors/Managers – Sales
1996, 1999	Food Preparation and Service Workers
1991, 1996	Food Service Managers
1992, 1997	Gardeners, Groundskeepers – Except Farm
2000	General Managers, Top Executives
1992, 2000	General Office Clerks
1990, 1997	Guards and Watch Guards
1993, 1996	Hairdresser, Hairstylists and Cosmetologists
1993	Hand Packers and Packagers
1996	Hazardous Materials and Waste Technicians
1997	Hazardous – Waste Management Specialist
1990, 1995	Heating, Air Conditioning, Refrigeration and Mechanics Installers
1991-97, 2000	Home Health Care Workers
1990-94, 1997	Hotel Desk Clerks
1992	Housekeepers
2000	Import/Export Specialists
1994	Inspectors, Testers and Graders -- Precision
2000	Instructional Aides
1993, 1997	Instructional Aides, Clerical
2000	Instructors and Coaches, Sports
1994, 1999	Insurance Adjusters, Examiners, and Investigators
1992, 1999	Insurance Claims Clerks
1991	Insurance Policy Processing Clerks

Occupations Surveyed 1990 – 2000

<i>Report Year</i>	<i>Occupational Titles</i>
1992, 2000	Janitors, Cleaners -- Except Maids
1999	Landscaping and Groundskeeping Laborers
1991, 1994	Legal Secretaries
1990, 1996	Licensed Vocational Nurses
1992	Loan and Credit Clerks
1994	Loan Officers and Counselors
1995	Local Area Network (LAN) Managers
1992, 1999	Lodging Managers
1991	Machine Tool Cutting Operators and Tenders – Metal, Plastic
1991, 1996	Machinists
1998	Maids and Housekeeping Cleaners
1991, 1998	Maintenance Repairers, General Utility
1997	Marketing, Advertising, and Public Relations Managers
1990-94, 1999	Medical Assistants
1992	Medical-Clinical Lab Assistants
1992-96, 2000	Medical-Clinical Lab Technologists
1990, 1994	Medical Records Technicians
1992	Medical Secretaries
1996, 2000	Multimedia Software Developers
1997	Network Control Technicians
1993	Network Specialists
1993	News & Street Vendors, Telephone Solicitors
1999	Numerical-Control, Machine-Tool Operators & Tenders
1990, 1995	Numerical-Control, Machine-Tool Operators & Tenders – Metal, Plastic
1991-97, 2000	Nurse Aides, Orderlies, Attendants
1994, 1999	Occupational Therapists
1991	Office Machine and Cash Register Services
1995	Operating and Systems Researchers and Analysts – Except Computer
1993	Opticians – Dispensing, Measuring
1993, 1997	Order Fillers, Wholesale & Retail Trade
1993	Packaging, Filling Machine Operators, Tenders
1998	Painters and Paperhangers
1991-94, 1997	Paralegal Personnel
1994	Patient Care Managers
1993	Payroll and Time Keeping Clerks
1995	Personnel, Training, and Labor Relations Managers
1990, 1999	Pest Controllers and Pest Control Assistants
1993	Pharmacy Assistants
1997	Pharmacy Technicians
1992	Photographic Production Machine Operators and Tenders
1992	Physical Therapy Assistants
1994	Physician's Assistants
1991, 1996	Plastic Molding and Casting Machine Setters and Set-Up Operators
1990, 1998	Plumbers, Pipefitters, and Steamfitters
1999	Police Patrol Officers

Occupations Surveyed 1990 – 2000

<i>Report Year</i>	<i>Occupational Titles</i>
1991	Preschool Teachers
1996	Production Inspectors, Testers, Graders, Sorters, Samplers & Weighers
1992, 1996	Property and Real Estate Managers and Administrators
1995	Purchasing Agents – Securities, Commodities and Financial Services
1993, 1996	Radiological Technologists, Diagnostic
1993	Radiological Technologists, Therapeutic
1992, 1996	Receptionists, Information Clerks
1999	Recreation Workers
1991-97, 2000	Registered Nurses
1994	Reservation and Transportation Ticket Agents
1998	Residential Counselors
1992	Respiratory Care Practitioners
1998	Roofers
1993	Safety Engineers – Except Mining
1995	Sales Agents – Securities, Commodities and Financial Services
1990, 2000	Sales Representatives
1993, 2000	Sales Representatives – Non-Scientific, Except Retail
2000	Sales Representatives – Scientific
1993-96, 2000	Salespersons – Retail (Non-Vehicle)
1992	Secretaries, General
1994	Secretaries, Legal
1996	Secretaries, Medical
1991, 1998	Sewing Machine Operators, Garment
1991	Sewing Machine Operators, Non-Garment
1995	Social Workers – Except Medical and Psychiatric
1992, 1997	Stock Clerks – Sales Floor
1992, 1997	Stock Clerks – Stockroom, Warehouse
1993, 1997	Surgical Technicians
1994	Surveying and Mapping Scientists
1994	Surveying and Mapping Technicians and Technologists
1994, 1999	Systems Analysts, Electronic Data Processing
2000	Teacher Aides, Paraprofessional
1995, 1999	Teachers – Elementary School
1995	Teachers – Secondary School
1997	Teachers – Special Education
1998	Teachers – Vocational Education
1998	Technical Writers
1997	Telecommunications Technician
1998	Telemarketers
1995	Telephone and Cable TV Line Installers and Repairers
2000	Tellers
1996	Tool and Die Makers
1990, 1999	Traffic, Shipping, Receiving Clerks
1992, 1996	Travel Agents
1991, 1996	Truck Drivers, Heavy or Tractor Trailer
1991-96, 1999	Truck Drivers, Light – Includes Delivery and Route Workers
1990, 1996	Typists, Including Word Processing

Occupations Surveyed 1990 – 2000

<i>Report Year</i>	<i>Occupational Titles</i>
1998	Veterinary Assistants
1993	Vocational, Educational Counselors
1991, 1998	Waiters and Waitresses
1991, 1997	Welders and Cutters
1991	Welding Machine Operators and Tenders
1991	Welding Machine Setters and Set-Up Operators
1994	Welfare Eligibility Workers, Interviewers
1993, 1997	Wholesale and Retail Buyers – Except Farm Products
1995	Wholesalers II – International Trade

OCCUPATIONAL OUTLOOK



2000

Adjustment Clerks

15 Firms Surveyed 125 Employees OES Code: 531230

DESCRIPTION

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

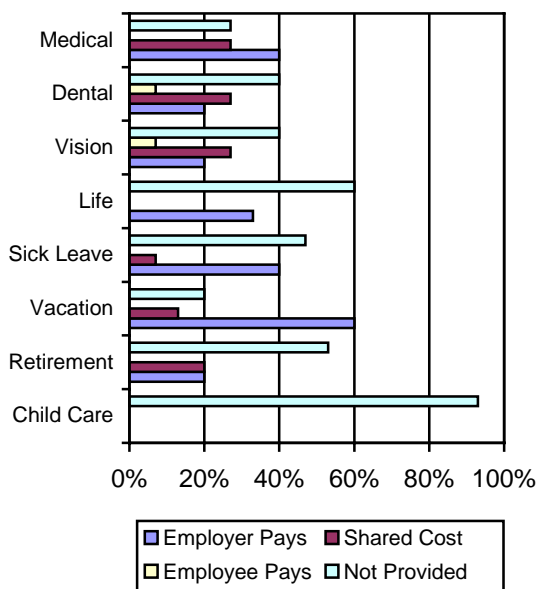
Alternate Job Titles: Clerks, Managers, Customer Service Clerks, Collectors, Customer Service Representative.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$11.00	\$ 7.00
New Hires, Experienced:	\$ 6.00 - \$13.90	\$10.79
3+ Yrs. With Firm:	\$ 6.25 - \$19.18	\$11.99

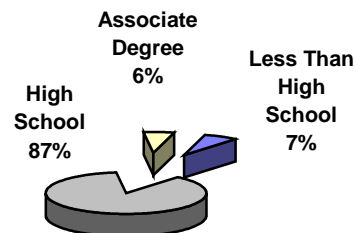
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Many** employers require work experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Alphabetic and numeric filing skills; ability to perform detailed clerical work; telephone answering skills; ability to write effectively; problem solving skills, and ability to type at least 45 wpm.

PHYSICAL: None reported.

PERSONAL OR OTHER: Understanding of a variety of cultures; willingness to work with close supervision; ability to work independently, and customer service skills.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word processing skills; spreadsheet software experience, and database experience.

FOR CAREER ADVANCEMENT: Interpersonal skills; communication; bi-lingual Spanish/English; team skills; leadership; self-motivation, and good job performance.

NEW SKILLS: Machine knowledge; computer literacy; Internet, and understanding Fair Credit Collection Act.

Adjustment Clerks

15 Firms Surveyed 125 Employees OES Code: 531230

EMPLOYMENT TRENDS

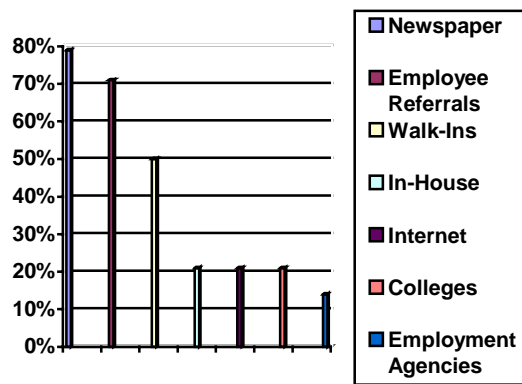
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Moderately Difficult

- Turnover Rate – 4.8%

Recruitment Methods



SIZE OF OCCUPATION
Large Range 3,970 – 5,850

GENDER
50% Male
50% Female

“WHERE THE JOBS ARE”
Personal Credit Institutions

JOB GROWTH PROJECTIONS
Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
13% of All Employers Report Decline
47% of All Employers Report Stable
40% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
53% of All Employers Report Stable
47% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
47.4% Much Faster Than Average

TRAINING PROVIDERS

- Coastline Community College
- North Orange County Regional Occupational Program
- Saddleback Valley Adult School

Programs Offered - Accounting, computer courses, general office/clerical and typing courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs
<http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
60% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
77% of employees work full time for an average of 40 hours per week. 23% of employees work part-time for an average of 27 hours per week.

Automotive Mechanics

15 Firms Surveyed 510 Employees OES Code: 853020

DESCRIPTION

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

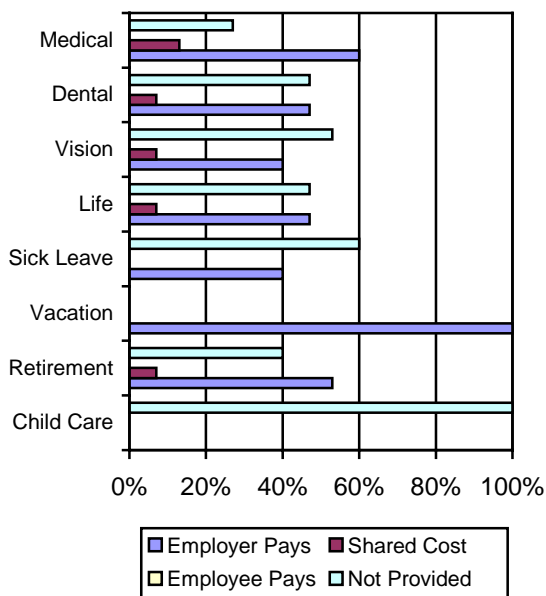
Alternate Job Titles: Mechanics, Technician, General Mechanics, Line Technician.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 6.50 - \$14.38	\$8.00
New Hires, Experienced:	\$ 8.00 - \$20.00	\$14.69
3+ Yrs. With Firm:	\$10.00 - \$33.56	\$17.50

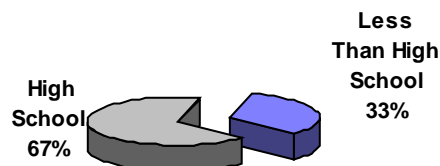
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

All employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Almost all** employers require previous work experience and they will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to operate electronic automotive diagnostic equipment; ability to repair vehicle heaters, air conditioners, carburetors, fuel injection systems, and emission controls; ability to implement safe work practices; ability to tune up engines; arc welding skills; gas welding skills, and front end alignment skills.

PHYSICAL: Ability to lift at least 50 lbs. repeatedly, and ability to stand for long periods of time.

PERSONAL OR OTHER: Ability to work independently; willingness to work with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Interpersonal skills; customer relation skills; fast learner; math skills; product knowledge; mechanical skills; further education, and communication.

NEW SKILLS: Computer knowledge and electrical engineering.

LICENSE: Possession of a valid driver's license.

Automotive Mechanics

15 Firms Surveyed 510 Employees OES Code: 853020

EMPLOYMENT TRENDS

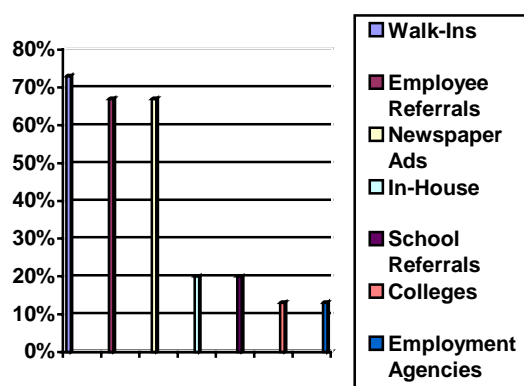
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Very Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 34.5%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 6,110 – 7,240

GENDER

90% Male
10% Female

"WHERE THE JOBS ARE"

New and Used Car Dealers
Automotive Repair Shops

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
40% of All Employers Report Stable
60% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
40% of All Employers Report Stable
60% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
18.5% Slower Than Average

TRAINING PROVIDERS

- A & V Technical School
- Automotive Diagnostics
- California Career Schools

Programs Offered – Electrical and electronics equipment installer and repairer; electromechanical tech; Certified Smog Technician, and auto diagnostics.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
87% of All Employers Promote
- **Union**
100% of employers surveyed are non-union
- **Hours Worked**
97% of employees work full time for an average of 45 hours per week. 3% of employees work part-time for an average of 26 hours per week.
- **Emerging Occupations**
Data Warehouse Manager

Bill and Account Collectors

15 Firms Surveyed 565 Employees OES Code: 535080

DESCRIPTION

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes.

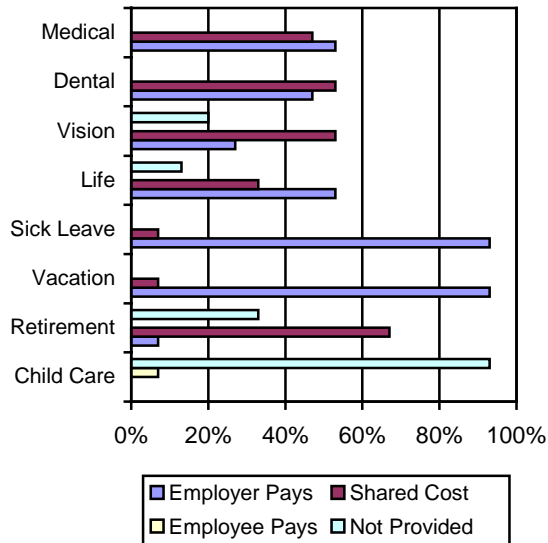
Alternate Job Titles: Collectors, Loan Adjusters, Accounts Payable Clerk, Bill Collectors, Customer Service Representatives, Collectors and Skip Tracers.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$10.00 - \$12.95	\$11.50
New Hires, Experienced:	\$ 8.50 - \$14.38	\$13.18
3+ Yrs. With Firm:	\$10.75 - \$19.18	\$15.34

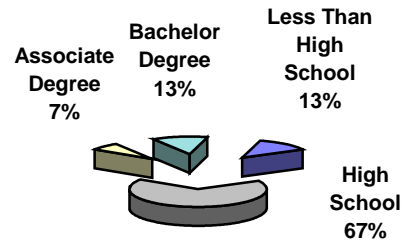
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

All employers report that technical or vocational training is not required. **Many** employers accept training in lieu of experience. **Many** employers require prior work experience and **most** will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Business math skills; record keeping skills; bookkeeping skills; ability to use a calculator; ability to interview others for information; ability to follow billing procedures; telephone answering skills; ability to write effectively, and ability to type at least 45 wpm.

PHYSICAL: None reported.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently; customer service skills, and public contact skills.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly; oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Lotus, and PageMaker.

FOR CAREER ADVANCEMENT: Leadership; decision making; good performance; business savvy; communication; math skills; computer knowledge; dependability; higher education promptness; accountability; verbal skills, and customer service.

NEW SKILLS: Computer literacy with Word and Excel; good communication, and negotiation skills.

LICENSE: Possession of a valid driver's license.

Bill and Account Collectors

15 Firms Surveyed 565 Employees OES Code: 535080

EMPLOYMENT TRENDS

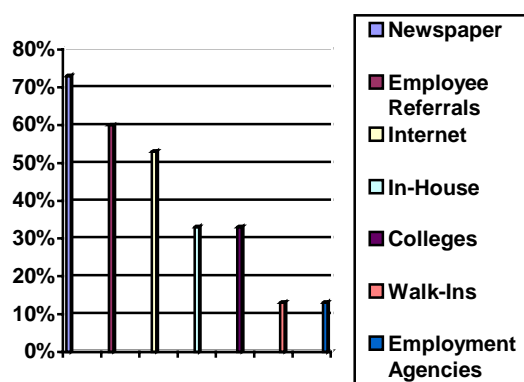
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 43.5%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 5,380 – 7,600

GENDER

38% Male
62% Female

"WHERE THE JOBS ARE"

Credit Reporting and Collection
Management and Public Relations

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to
employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
60% of All Employers Report Stable
40% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
33% of All Employers Report Stable
67% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
41.3% Much Faster Than Average

TRAINING PROVIDERS

- Coastline Community College
- Central Regional Occupational Program
- Garden Grove Adult Education – Chapman Campus

Programs Offered - Administrative Assistant, Accounting, Banking, and General Courses

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs
<http://www.carocp.org/>

OTHER INFORMATION

- Promotional Opportunities**
93% of All Employers Promote
- Union**
93% of employers surveyed are non-union
7% of employers surveyed are union
- Hours Worked**
97% of employees work full time for an average of 40 hours per week. 3% of employees work part-time for an average of 22 hours per week.
- Emerging Occupations**
Insurance Specialist

Child Care Workers

15 Firms Surveyed 1237 Employees OES Code: 680380

DESCRIPTION

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

Alternate Job Titles: Child Day Care Assistant, Child Care Attendants, Early Childcare Worker, Home Day Caregiver, Child development Program Assistant.

WAGES & BENEFITS

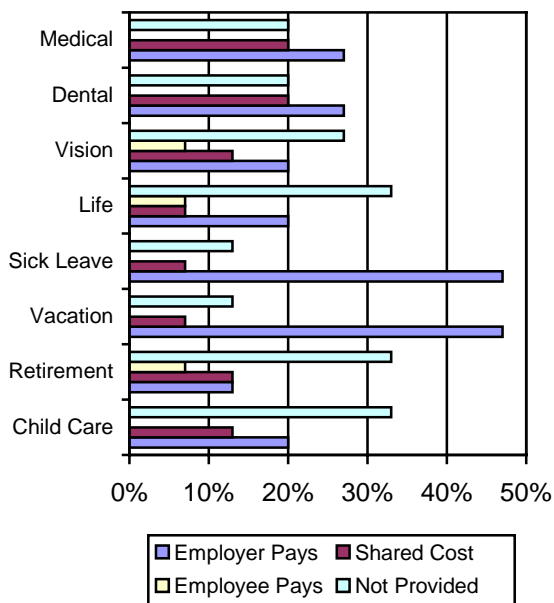
Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$ 8.75	\$ 6.00
New Hires, Experienced:	\$ 6.25 - \$ 9.75	\$ 7.43
3+ Yrs. With Firm:	\$ 6.50 - \$10.00	\$ 8.85

Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.53 - \$10.08	\$ 9.57
New Hires, Experienced:	\$ 7.53 - \$10.66	\$ 9.48
3+ Yrs. With Firm:	\$10.55 - \$12.36	\$11.20

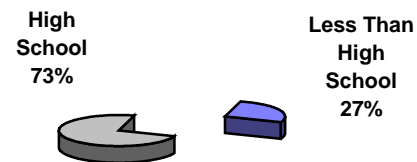
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** will accept other work experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Knowledge of early childhood development; oral reading skills; musical skills; ability to administer emergency first aid; ability to write effectively, and possession of an Early Childhood Development Certificate.

PHYSICAL: Ability to stand continuously for 2 or more hours, ability to lift at least 40 lbs. repeatedly.

PERSONAL OR OTHER: Understanding of a variety of cultures; ability to handle crisis situations; possession of a clean police record; willingness to work with close supervision; ability to work independently; ability to work under pressure; ability to exercise patience.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Lotus.

FOR CAREER ADVANCEMENT: Intelligence; liking children; child care skills; communication skills; problem solving; verbal skills, and a teaching credential.

NEW SKILLS: CPR training; classroom organization; knowledge of current child development research.

Child Care Workers

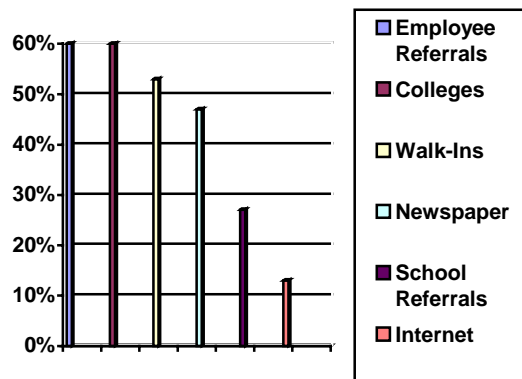
15 Firms Surveyed 1237 Employees OES Code: 680380

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Very Difficult
 - Inexperienced - Moderately Difficult
- Turnover Rate - 39.8%

Recruitment Methods



SIZE OF OCCUPATION

Medium Range 3,050 – 4,000

GENDER

15% Male
85% Female

"WHERE THE JOBS ARE"

Child Day Care Services
Elementary and Secondary Schools

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 27% of All Employers Report Decline
 - 33% of All Employers Report Stable
 - 40% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 7% of All Employers Report Decline
 - 40% of All Employers Report Stable
 - 53% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
 - 31.1% Much Faster Than Average

TRAINING PROVIDERS

- Coastline Community College
- North Orange County Regional Occupational Program
- Hope International University

Programs Offered – Child guidance and care, and child development.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- Promotional Opportunities**
 - 80% of All Employers Promote
- Union**
 - 67% of employers surveyed are union
- Hours Worked**
 - 27% of employees work full time for an average of 38 hours per week. 57% of employees work part-time for an average of 17 hours per week. 11% of employees work temporary or on call for an average of 22 hours per week. 5% of employees work seasonal for an average of 27 hours per week.

Computer Support Specialists

15 Firms Surveyed 3671 Employees OES Code: 251040

DESCRIPTION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

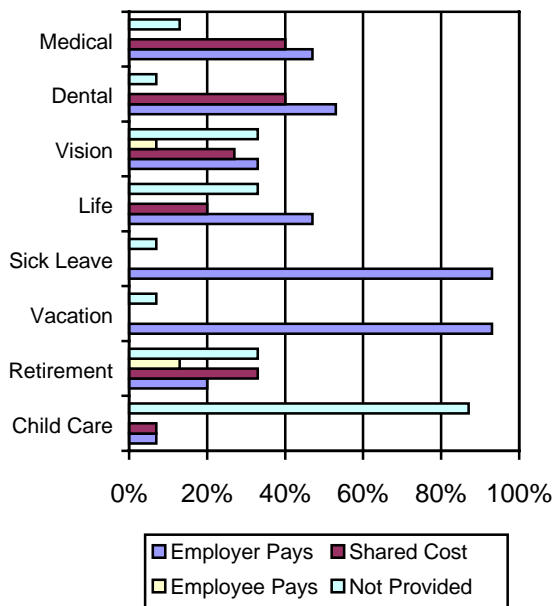
Alternate Job Titles: PC Technician, Desktop Support Analyst, Technical Support Agents, and Network Engineer

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$10.00 - \$21.58	\$12.31
New Hires, Experienced:	\$13.42 - \$28.77	\$18.64
3+ Yrs. With Firm:	\$16.50 - \$35.00	\$21.00

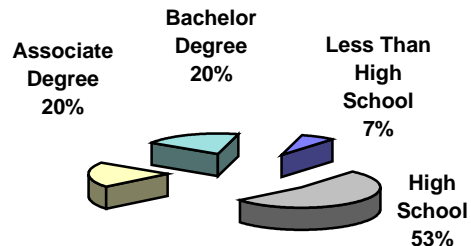
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience. Many employers report that technical or vocational training is required. Most employers require work experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Knowledge of microcomputer hardware and operating systems; ability to use operating manuals; knowledge of software applications; understanding of networks; ability to write, troubleshoot, and utilize good teaching techniques.

PHYSICAL: None reported.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently; customer service skills; ability to communicate with technical and non-technical staff.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly; oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Lotus, Printshop, Access, Cisco, and PageMaker.

FOR CAREER ADVANCEMENT: Interpersonal, communication, computer skills; technical skills; analytical, business skills, and accounting experience.

NEW SKILLS: Advanced computer literacy, and Internet.

Computer Support Specialists

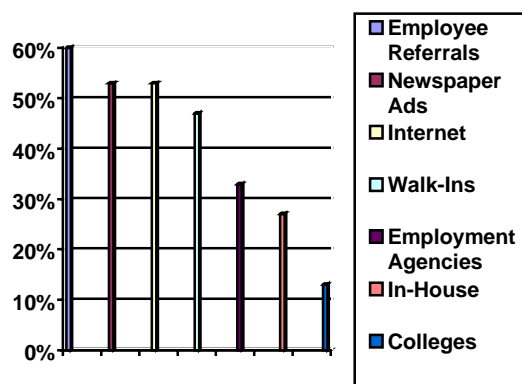
15 Firms Surveyed 3671 Employees OES Code: 251040

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
Experienced - Moderately Difficult
Inexperienced - Moderately Difficult
- Turnover Rate - 2.0%

Recruitment Methods



SIZE OF OCCUPATION
Large Range 4,820 – 7,100

GENDER
65% Male
35% Female

"WHERE THE JOBS ARE"

Computer and Data Processing Services
Professional and Commercial Equipment

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
7% of All Employers Report Decline
47% of All Employers Report Stable
47% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
40% of All Employers Report Stable
60% of All Employers Report Growth
- EDD Forecast Growth Rate 1997 - 2004
47.3% Much Faster Than Average

TRAINING PROVIDERS

- Computer Education Institute
- Fullerton Community College
- New Horizons Computer Learning Center

Programs Offered – Information sciences, networks, computer science.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs
www.carocp.org/carocps.html

OTHER INFORMATION

- **Promotional Opportunities**
87% of All Employers Promote
- **Union**
87% of employers surveyed are non-union
13% of employers surveyed are union
- **Hours Worked**
100% of employees work full time for an average of 40 hours per week.
- **Emerging Occupations**
Security Software Specialist
Developer
Product Specialist

Dining Room, Cafeteria Attendants and Bartender Helpers

15 Firms Surveyed 393 Employees OES Code: 650140

DESCRIPTION

Dining Room and Cafeteria Attendants, and Bartender Helpers perform any combination of duties to facilitate food service. They carry dirty dishes from the dining room to the kitchen, replace soiled table linens and set tables with silverware and glassware, and replenish supply of clean linens, silverware, glassware, and dishes. They supply services bar with food, such as soups, salads, and desserts, and serve ice water and butter to patrons. They may also serve coffee to patrons and wash tables.

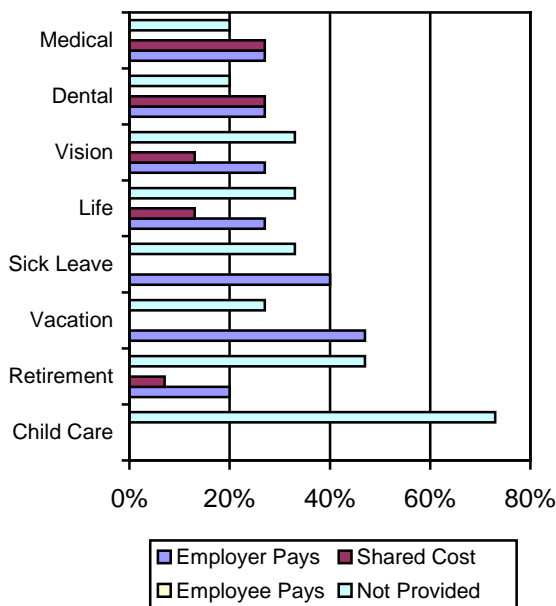
Alternate Job Titles: Busser, Busboy, Waitress, Chef, Dishwasher, Food Server, Wait Staff, Bartenders, and Dining Attendants.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$6.75	\$5.75
New Hires, Experienced:	\$ 5.75 - \$7.25	\$6.00
3+ Yrs. With Firm:	\$ 5.75 - \$9.00	\$6.50

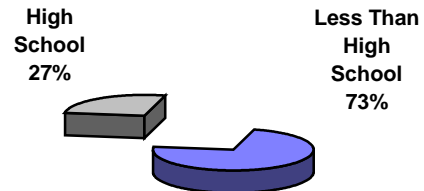
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Many employers will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers do not require prior work experience or will accept other occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Certified as a food handler.

PHYSICAL: Ability to stand continuously for 2 or more hours. Ability to lift at least 50 lbs. repeatedly.

PERSONAL OR OTHER: Good grooming skills; willingness to work with close supervision; willingness to work a split shift; ability to work independently; public contact skills.

BASIC SKILLS: Ability to follow oral instructions; basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word processing.

FOR CAREER ADVANCEMENT: Reading and writing English; hard work; work proficiency; communication skills; customer service skills; follow food service guidelines; overall performance; ability to anticipate resident's needs; integrity, and good attitude.

Dining Room, Cafeteria Attendants and Bartender Helpers

15 Firms Surveyed 393 Employees OES Code: 650140

EMPLOYMENT TRENDS

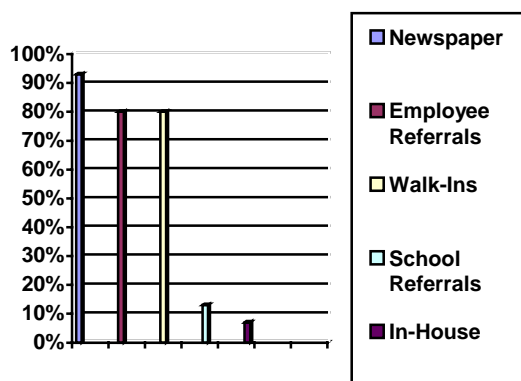
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 106.3%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 5,880 – 6,540

GENDER

54% Male
46% Female

"WHERE THE JOBS ARE"

Eating and Drinking Places

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
73% of All Employers Report Stable
27% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
73% of All Employers Report Stable
27% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
11.2% Slower Than Average

TRAINING PROVIDERS

- Wilshire Continuing Education Center
- Yorba Linda Education Center
- Cypress Community College

Programs Offered – Basic skills, general courses

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
73% of All Employers Promote
- **Union**
93% of employers surveyed are non-union.
7% of employers surveyed are union.
- **Hours Worked**
37% of employees work full time for an average of 39 hours per week. 63% of employees work part-time for an average of 24 hours per week.

Electrical and Electronic Engineering Technicians and Technologists

15 Firms Surveyed 55 Employees OES Code: 225050

DESCRIPTION

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment.

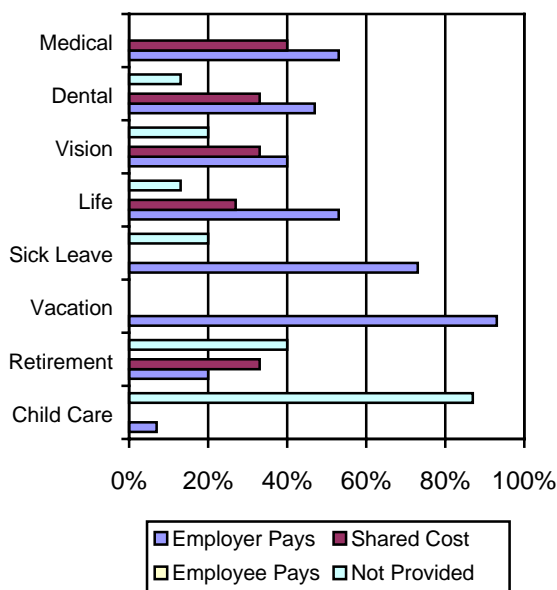
Alternate Job Titles: Hardware Engineer, Technician, Associate Engineers, Testing Personnel, Service Engineers, Repair Technician.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.15 - \$11.50	\$10.00
New Hires, Experienced:	\$10.00 - \$17.50	\$13.50
3+ Yrs. With Firm:	\$11.00 - \$21.58	\$16.50

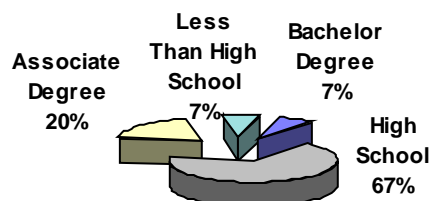
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Most** employers require prior work experience and will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Knowledge of algebra, geometry, and trigonometry; ability to operate electric testing equipment; ability to operate electronics testing equipment; ability to write, edit, and debug computer programs; knowledge of electronic technology; record keeping skills; understanding of circuit design; knowledge of electronic circuitry; understanding of basic digital theory; ability to read schematics; ability to read working drawings; knowledge of physics; understanding of electrical technology; understanding of basic analog theory, and ability to write effectively.

PHYSICAL: Possession of good color perception.

PERSONAL OR OTHER: Willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Desktop publishing, and Computer Assisted Design (CAD).

FOR CAREER ADVANCEMENT: Good work performance; job proficiency; completing job duties; electronic skills; leadership; communication skills; interpersonal skills; computer skills, and Bachelors Degree.

NEW SKILLS: Computer literate, and programming skills.

Electrical and Electronic Engineering Technicians and Technologists

15 Firms Surveyed 55 Employees OES Code: 225050

EMPLOYMENT TRENDS

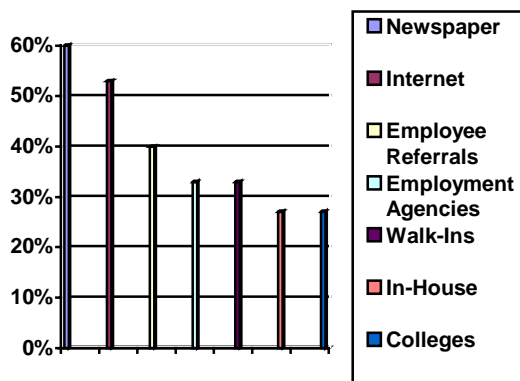
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Very Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 23.6%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 5,580 - 6,600

GENDER

78% Male
22% Female

"WHERE THE JOBS ARE"

Computer and Office Equipment
Search and Navigation Equipment

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
20% of All Employers Report Decline
47% of All Employers Report Stable
33% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
60% of All Employers Report Stable
40% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 - 2004
18.3% Average

TRAINING PROVIDERS

- Fullerton Community College
- ITT Technical Institute
- Sutech

Programs Offered - Computer engineering technician, electronic engineering technician, and drafting.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
93% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
95% of employees work full time for an average of 41 hours per week. 5% of employees work part-time for an average of 24 hours per week.
- **Emerging Occupations**
Web Designer
Bilingual Technicians

Electrical and Electronic Engineers

15 Firms Surveyed 2633 Employees OES Code: 221260

DESCRIPTION

Electrical and Electronic Engineers design, develop, test and supervise the manufacture and installation of electrical and electronic equipment, components or systems, computers and related equipment and systems for commercial, industrial, military or scientific use. Does not include Sales Engineers.

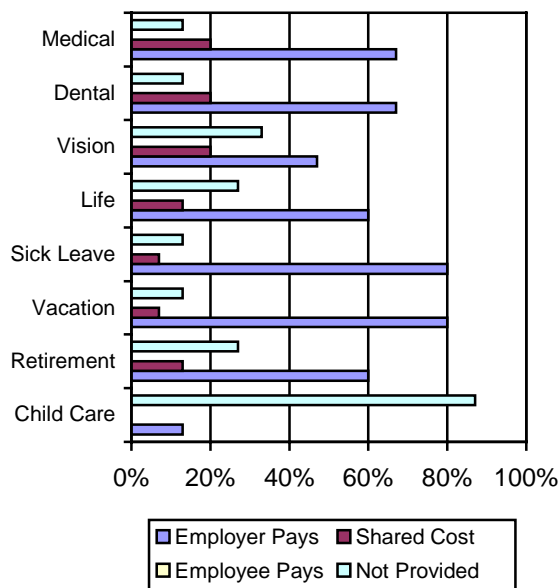
Alternate Job Titles: Clerks, Managers, Customer Service Clerks, Collectors, Customer Service Representative.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 8.00 - \$19.18	\$19.18
New Hires, Experienced:	\$11.50 - \$38.36	\$23.01
3+ Yrs. With Firm:	\$15.00 - \$38.36	\$28.77

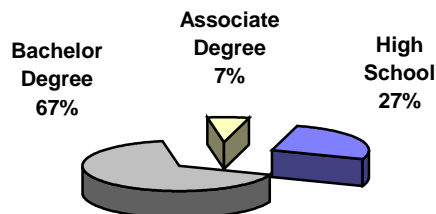
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience. **Most** employers report that technical or vocational training is not required. **Almost all** employers require prior work experience and **most** employers will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Knowledge of telecommunications equipment; report writing skills; industrial design skills; scientific programming skills; digital circuitry design skills; knowledge of microcomputer hardware and operating systems; ability to write technical material; ability to design analog circuitry; ability to design telecommunications networks; ability to use Borland C++® programming language; knowledge of UNIX®; computer assisted design (CAD) skills; ability to use engineering applications software, and engineering programming skills.

PHYSICAL: None reported.

PERSONAL OR OTHER: Ability to secure a military security clearance; willingness to work with close supervision, and ability to work independently.

BASIC SKILLS: Ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Printshop, and PageMaker.

FOR CAREER ADVANCEMENT: Teamwork; flexibility; continued education and training; management or supervision capabilities; technical skills; leadership, and communication skills.

NEW SKILLS: Computer literate (PC); Internet, and electronic design.

Electrical and Electronic Engineers

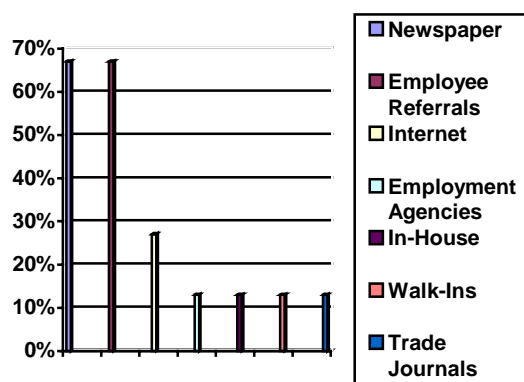
15 Firms Surveyed 2633 Employees OES Code: 221260

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
Experienced - Very Difficult
Inexperienced - Not Difficult
- Turnover Rate - 12.1%

Recruitment Methods



SIZE OF OCCUPATION
Large Range 6,120 – 8,180

GENDER
62% Male
38% Female

"WHERE THE JOBS ARE"

Search and Navigation Equipment
Electronic Components and Accessories

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
13% of All Employers Report Decline
53% of All Employers Report Stable
33% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
53% of All Employers Report Stable
47% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
33.7% Much Faster Than Average

TRAINING PROVIDERS

- California State University, Fullerton
- University of California, Irvine
- Practical Schools

Programs Offered - Engineering, mathematics, science courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
80% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
81% of employees work full time for an average of 40 hours per week. 19% of employees work part-time for an average of 36 hours per week.
- **Emerging Occupations**
Logic Design

First Line Supervisors/Managers Construction Trades and Extractive Workers

15 Firms Surveyed 335 Employees OES Code: 810050

DESCRIPTION

First Line Supervisors/Managers in the Construction Trades and Extractive Workers directly supervise and coordinate activities of construction or extractive workers. Managers/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Managers/Supervisors may also engage, in part, in the same construction work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

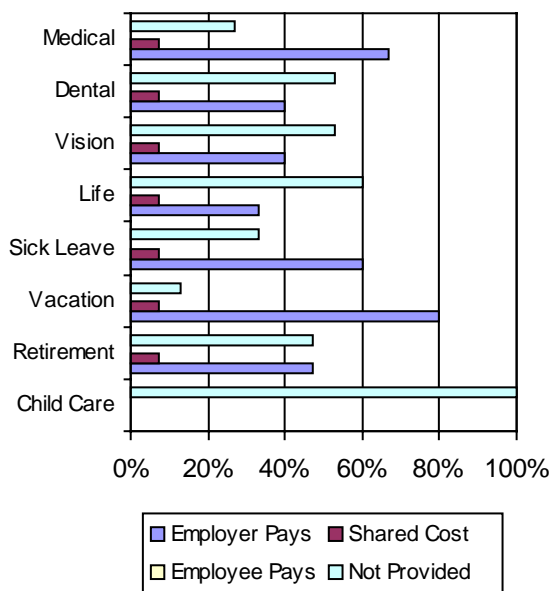
Alternate Job Titles: Superintendent, Foreman, Field Superintendent, Construction Superintendent, Crew Chief, Lead Man.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 8.00 - \$19.18	\$11.00
New Hires, Experienced:	\$12.00 - \$28.77	\$19.18
3+ Yrs. With Firm:	\$14.50 - \$35.00	\$23.97

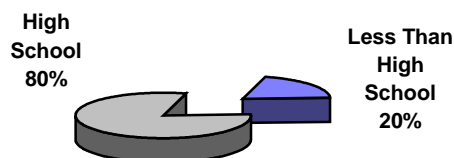
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Almost all** employers require prior work experience and **many** will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to maintain financial records; ability to plan and organize the work of others; ability to apply marketing techniques; personnel interviewing skills; ability to read blueprints; ability to implement safe work practices; ability to hire and assign personnel; ability to use accounting software, and problem solving skills.

PHYSICAL: Ability to work outdoors in all weather conditions; ability to tolerate noise and dust, and ability to stand for prolonged periods.

PERSONAL OR OTHER: Willingness to set work priorities; willingness to work on-call; willingness to travel; willingness to work overtime, and ability to work under pressure.

BASIC SKILLS: Basic math skills; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Auto CAD.

FOR CAREER ADVANCEMENT: Interpersonal skills; knowledge of construction; computer skills; ability to negotiate; scheduling skills; people skills; verbal skills, and mechanical skills.

NEW SKILLS: Computer literate, and ability to read blueprints.

First Line Supervisors/Managers Construction Trades and Extractive Workers

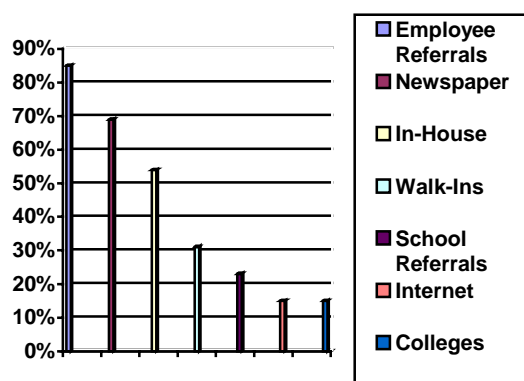
15 Firms Surveyed 335 Employees OES Code: 810050

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Very Difficult
 - Inexperienced - Very Difficult
- Turnover Rate - 38.5%

Recruitment Methods



SIZE OF OCCUPATION

Medium Range 2,270 – 2,720

GENDER

91% Male
9% Female

"WHERE THE JOBS ARE"

Non-Residential Building Construction
Electrical Work

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 40% of All Employers Report Stable
 - 60% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 33% of All Employers Report Stable
 - 67% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
19.8% Average

TRAINING PROVIDERS

- Career Management Institute
- Central County Regional Occupational Program
- Contractors State License School

Programs Offered – Drafting, carpentry, construction laws and practices.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs
<http://www.carocp.org/>

OTHER INFORMATION

- Promotional Opportunities**
80% of All Employers Promote
- Union**
93% of employers surveyed are non-union.
7% of employers surveyed are union.
- Hours Worked**
94% of employees work full time for an average of 44 hours per week. 6% of employees work part-time for an average of 25 hours per week.

First Line Supervisors/Managers Production and Operating Workers

15 Firms Surveyed 131 Employees OES Code: 810080

DESCRIPTION

First Line Supervisors/Managers of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Supervisors/Managers are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition Supervisors/Managers may also engage, in part, in the same production work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

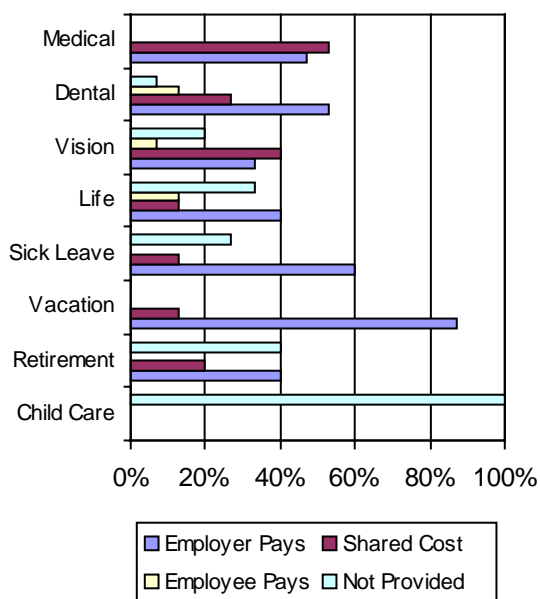
Alternate Job Titles: Production Supervisor, Production Manager, Leadman, Production Control Manager, Supervisor.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$15.00	\$11.46
New Hires, Experienced:	\$11.00 - \$23.97	\$17.05
3+ Yrs. With Firm:	\$14.00 - \$28.77	\$21.00

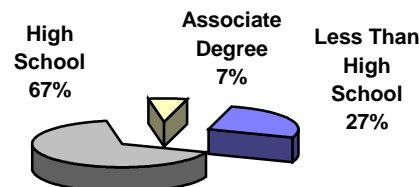
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

All employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers require prior work experience and **some** will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to plan and organize the work of others; ability to explain and follow grievance procedures; ability to follow safe equipment operating practices; ability to perform assembly work; basic construction skills; ability to give oral instructions; ability to write effectively; problem solving skills, and knowledge of the technical aspects of subordinates' duties.

PHYSICAL: Ability to work outdoors in all weather conditions; ability to tolerate noise and dust, and ability to stand for prolonged periods.

PERSONAL OR OTHER: Willingness to set work priorities; willingness to work on-call; willingness to travel; willingness to work overtime, and ability to work under pressure.

BASIC SKILLS: Basic math skills; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Engineering skills; people skills; computer proficiency; management skills; education; knowledge in the job field; reliability, and operation skills.

NEW SKILLS: Computer literate and keeping up on current production techniques.

First Line Supervisors/Managers Production and Operating Workers

15 Firms Surveyed 131 Employees OES Code: 810080

EMPLOYMENT TRENDS

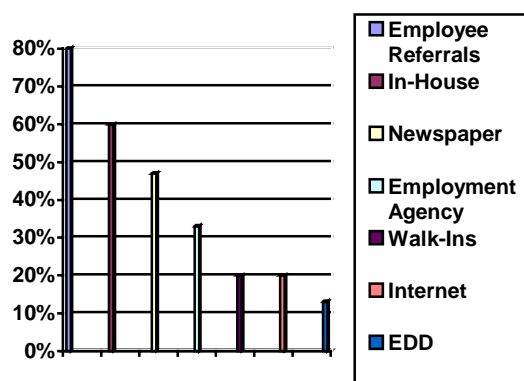
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 15.2%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 6,150 – 7,160

GENDER

88% Male
12% Female

"WHERE THE JOBS ARE"

Miscellaneous Plastic Products
Electronic Components and Accessories

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
67% of All Employers Report Stable
33% of All Employers Report Growth
- Employment Levels During Next 2 Years
7% of All Employers Report Decline
53% of All Employers Report Stable
40% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
16.4% Slower Than Average

TRAINING PROVIDERS

- Learning Tree University
- California State University Fullerton, Extended Education
- Goldenwest College

Programs Offered – Industrial production, computer courses, management courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
87% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
100% of employees work full time for an average of 46 hours per week.
- **Emerging Occupations**
Using the Internet
Materiel Management

General Managers and Top Executives

15 Firms Surveyed 113 Employees OES Code: 190050

DESCRIPTION

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

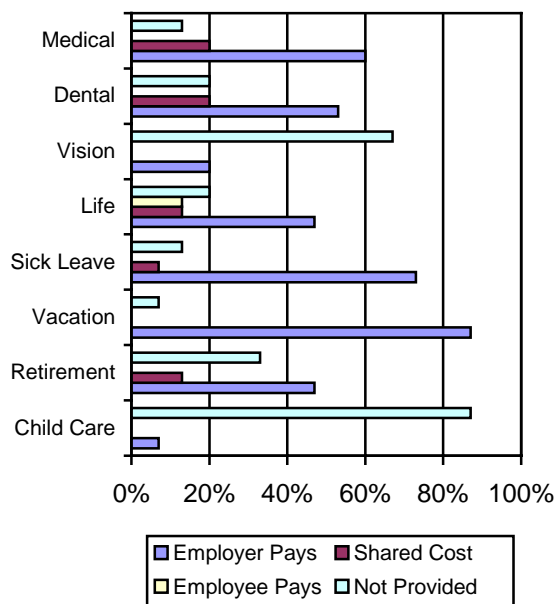
Alternate Job Titles: Chief Financial Officer, Office Manager, Principles, Vice President, President.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 6.50 - \$14.00	\$10.17
New Hires, Experienced:	\$ 7.00 - \$35.96	\$17.26
3+ Yrs. With Firm:	\$ 9.00 - \$41.10	\$20.00

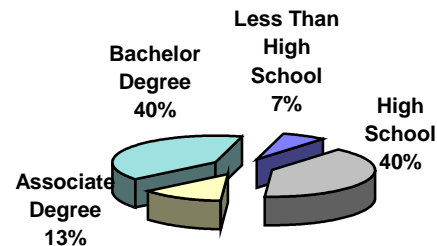
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Most** employers require previous work experience, and **many** employers will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to manage an activity, department, or organization; ability to plan and organize the work of others; ability to hire and assign personnel; ability to interpret data; ability to analyze data to solve problems, and knowledge of economic principles

PHYSICAL: None reported.

PERSONAL OR OTHER: Oral communication skills; ability to give oral instructions; ability to work independently; ability to maintain good business relationships; leadership skills; ability to motivate others; ability to work under pressure; ability to take charge and handle the unexpected; public contact skills, and skill in setting work priorities.

BASIC SKILLS: Ability to write effectively; knowledge of business math; performance appraisal skills, and knowledge of financial planning.

COMPUTER SOFTWARE: Word, Excel, Lotus, PageMaker, and the Internet.

FOR CAREER ADVANCEMENT: Very good communication skills; good vocabulary; management skills; knowledge of industry, and administrative skills.

NEW SKILLS: Web site knowledge and public relations.

General Managers and Top Executives

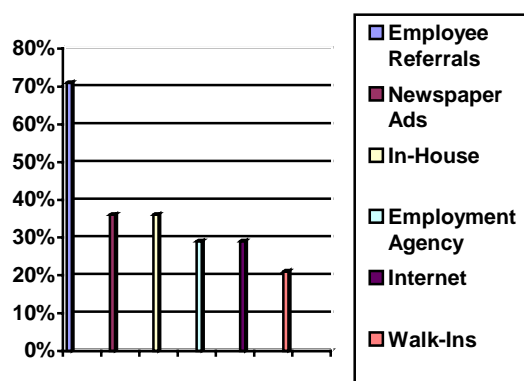
15 Firms Surveyed 113 Employees OES Code: 190050

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Moderately Difficult
 - Inexperienced - Very Difficult
- Turnover Rate - 13.2%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 36,810 – 43,810

GENDER

65% Male
35% Female

"WHERE THE JOBS ARE"

Eating and Drinking Places
Professional and Commercial Equipment

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 80% of All Employers Report Stable
 - 20% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 40% of All Employers Report Stable
 - 60% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
19.0% Average

TRAINING PROVIDERS

- Chapman University Academic Center
- California Coast University
- California State University Fullerton

Programs Offered – Management theory, business administration, human resource management, accounting and finance, marketing, and computer courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- Promotional Opportunities**
40% of All Employers Promote
- Union**
100% of employers surveyed are non-union
- Hours Worked**
75% of employees work full time for an average of 47 hours per week. 25% of employees work part-time for an average of 25 hours per week.

General Office Clerks

16 Firms Surveyed 1352 Employees OES Code: 553470

DESCRIPTION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

Alternate Job Titles: File Clerk, Administrative Assistant, Receptionist, Typist-Records Clerk, and Office Personnel.

WAGES & BENEFITS

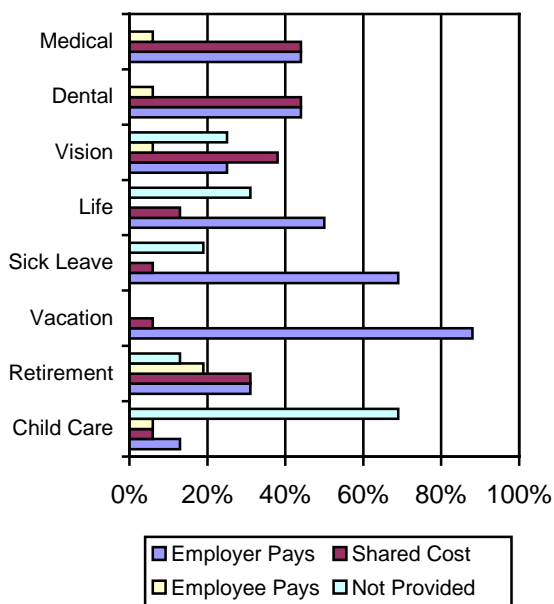
Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$10.55	\$ 8.32
New Hires, Experienced:	\$ 8.00 - \$13.00	\$ 10.16
3+ Yrs. With Firm:	\$ 9.50 - \$20.50	\$ 11.52

Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$10.00	\$ 7.88
New Hires, Experienced:	\$ 6.63 - \$15.00	\$ 12.02
3+ Yrs. With Firm:	\$13.73 - \$16.00	\$ 13.95

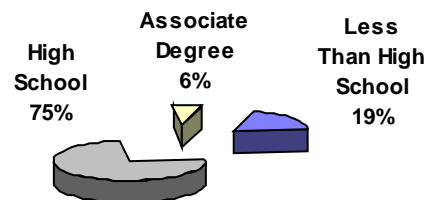
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION OF RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require previous work experience, and **almost all** employers will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Record keeping skills; alphabetic and numeric filing skills; ability to operate 10-key adding machine by touch; ability to operate a transcribing machine; English grammar, spelling and punctuation skills; telephone answering skills; ability to write effectively, and ability to type at least 45 wpm.

PHYSICAL: None reported.

PERSONAL OR OTHER: Ability to perform routine, repetitive work; willingness to work with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, Access, and Eagle.

FOR CAREER ADVANCEMENT: Team work, communication; computer skills; ability to handle a variety of tasks; interpersonal skills; good customer relations; organization; leadership; bookkeeping, continued education; responsibility, and work proficiency.

NEW SKILLS: Customer service, computer skills, and ability to use Power Point.

General Office Clerks

16 Firms Surveyed 1352 Employees OES Code: 553470

EMPLOYMENT TRENDS

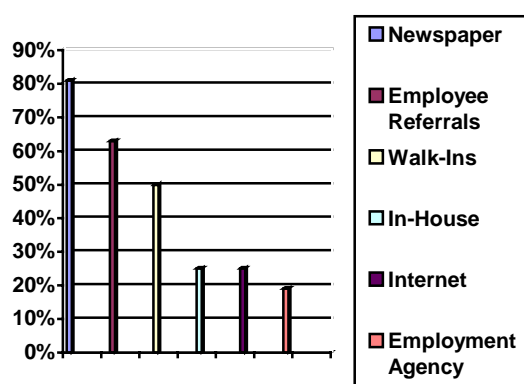
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Not Difficult

- Turnover Rate - 44.4%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 26,510 – 32,520

GENDER

24% Male
76% Female

"WHERE THE JOBS ARE"

Personnel Supply Services
Colleges and Universities

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
50% of All Employers Report Stable
50% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
56% of All Employers Report Stable
44% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
10.2% Slower Than Average

TRAINING PROVIDERS

- Anaheim Adult Education
- Central County Regional Occupational Program
- Capistrano Unified School District – Community Ed. Program

Programs Offered – Computer courses; general education, general office/clerical and typing services, and general studies.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
94% of All Employers Promote
- **Union**
69% of employers surveyed are non-union
31% of employers surveyed are union
- **Hours Worked**
80% of employees work full time for an average of 40 hours per week. 19% of employees work part-time for an average of 27 hours per week. 1% of employees work temporary or on call for an average of 24 hours per week.

Home Health Aides

15 Firms Surveyed 1127 Employees OES Code: 660110

DESCRIPTION

Home Health Aides care for elderly, convalescent, or handicapped persons in the patient's home. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers.

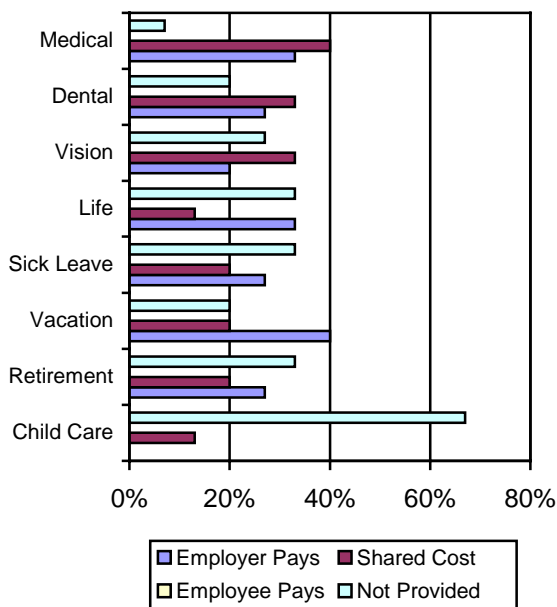
Alternate Job Titles: Certified Home Aide, Home Health Companions, CareGivers.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$ 9.00	\$7.25
New Hires, Experienced:	\$ 7.50 - \$ 9.75	\$8.50
3+ Yrs. With Firm:	\$ 8.38 - \$10.50	\$9.00

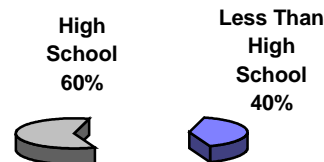
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers will not accept training in lieu of experience. **Most** employers report that technical or vocational training is required. **Most** employers report that prior work experience is required and other types of occupational experience is not accepted.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to prepare meals; ability to apply transferring techniques moving patients; certified to perform CPR, and ability to write effectively.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently, and possession of a reliable vehicle.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Pass Certified Nurse Assistant course; good performance; further education; reliability; good social skills, and formal training in elderly care.

NEW SKILLS: Cardio-Pulmonary Resuscitation (CPR) certified and leadership skills.

LICENSE: Possession of a Home Health Aide (HHA) Certification, and possession of a valid driver's license.

Home Health Aides

15 Firms Surveyed 1127 Employees OES Code: 660110

EMPLOYMENT TRENDS

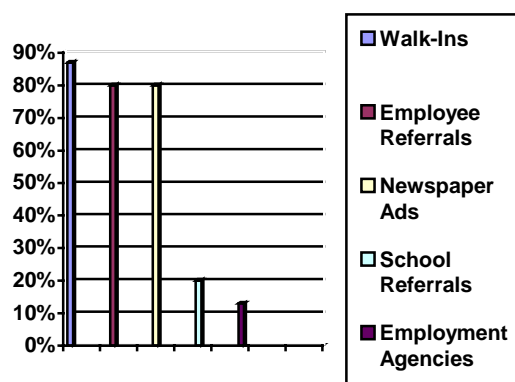
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 17.7%

Recruitment Methods



SIZE OF OCCUPATION

Medium Range 3,250 – 3,970

GENDER

22% Male
78% Female

"WHERE THE JOBS ARE"

Nursing and Personal Care Facilities
Home Health Care Services

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
13% of All Employers Report Stable
87% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
47% of All Employers Report Stable
53% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
22.2% Faster Than Average

TRAINING PROVIDERS

- Coastline Regional Occupational Program
- North Orange county Regional Occupational Program – Main Office
- Cypress Community College

Programs Offered – Health Sciences Careers

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
67% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
63% of employees work full time for an average of 39 hours per week. 37% of employees work part-time for an average of 28 hours per week.
- **Emerging Occupations**
Physician Assistant

Import/Export Specialists

15 Firms Surveyed 254 Employees Non-OES Code: 214457998

DESCRIPTION

Import/Export Specialists examine and/or prepare documents, such as invoices, bills of lading, shipping statements to verify conversion of merchandise weights, or volumes, into foreign equivalents. May compute duties, tariffs, weight, shipping storage and demurrage charges, volume and price conversions of merchandise to be exported or imported. May convert foreign currency figures into United States monetary equivalents or domestic currency into foreign equivalents, using rate charts. May examine shipping manifest and bills of lading to determine procedures for release or acceptance of cargo. May also contact shippers (air, ground, or sea) to determine when cargo will be available for transit.

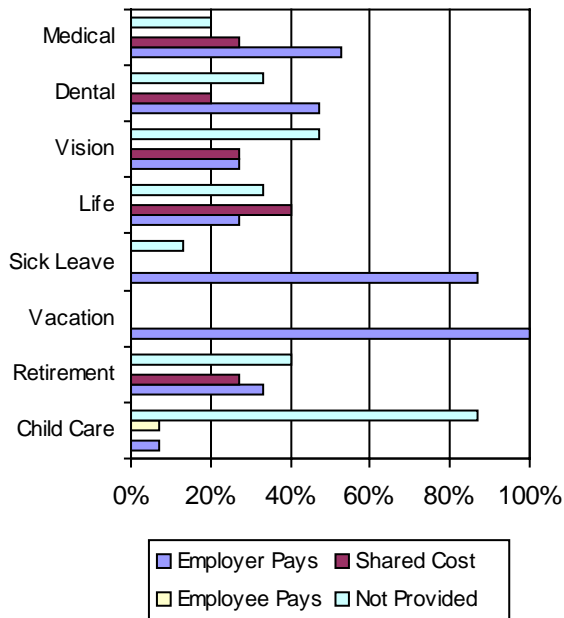
Alternate Job Titles: Import/Export Agents, Transportation Clerks, Freight Broker, Freight Forwarder, International Administrators, International Agent, Export Documentation Specialists.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

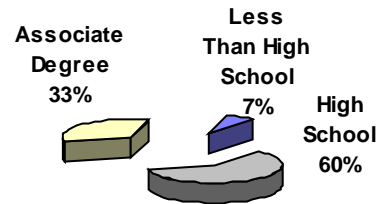
	Range	Median
New Hires, Inexperienced:	\$ 8.00 - \$15.00	\$11.00
New Hires, Experienced:	\$ 9.00 - \$25.00	\$12.00
3+ Yrs. With Firm:	\$11.00 - \$21.58	\$15.00

Fringe Benefits



EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience, and **almost all** employers report that technical or vocational training is not required. **Many** employers report that work experience is required and **most** will accept other occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Knowledge of foreign commerce laws and regulations; add/subtract 2+ digit numbers; multiply/divide; compute decimals/fractions, and ability to read, comprehend, write effectively and orally communicate in both English and Spanish.

PHYSICAL: Willingness to work outdoors.

PERSONAL OR OTHER: Ability to work independently and ability to work under pressure.

BASIC SKILLS: Analytical skills and record keeping skills.

COMPUTER SOFTWARE: Word, Excel, QuickBooks, Rand McNally, Expandable, Access, and PageMaker.

FOR CAREER ADVANCEMENT: Communication skills; interpersonal skills; knowledge of products; continued education; business knowledge; accounting skills, and organizational skills.

NEW SKILLS: Internet and E-Mail.

All data is based on full time employment and the percentages of employers responding to this question.

Import/Export Specialists

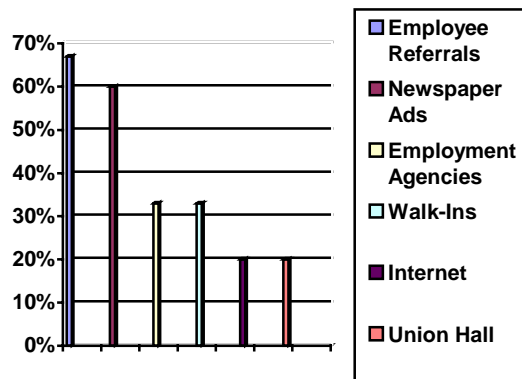
15 Firms Surveyed 254 Employees Non-OES Code: 214467998

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Moderately Difficult
 - Inexperienced - Moderately Difficult
- Turnover Rate – 37.8%

Recruitment Methods



SIZE OF OCCUPATION

Information Is Not Available

GENDER

48% Male
52% Female

"WHERE THE JOBS ARE"

Information Is Not Available

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 67% of All Employers Report Stable
 - 33% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 60% of All Employers Report Stable
 - 40% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 - 2004
 - Information Is Not Available

TRAINING PROVIDERS

- Fullerton Community College
- Webster University
- California State University Fullerton

Programs Offered – International Business, mathematics, computer courses, and foreign languages.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
73% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
96% of employees work full time for an average of 40 hours per week. 4% of employees work part-time for an average of 22 hours per week.

Instructional Aides

15 Firms Surveyed 2455 Employees OES Code: 315211

DESCRIPTION

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts, and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Alternate Job Titles: Assistant Instructor, Teacher's Aide, Administrative Assistant, and Instructional Assistant.

WAGES & BENEFITS

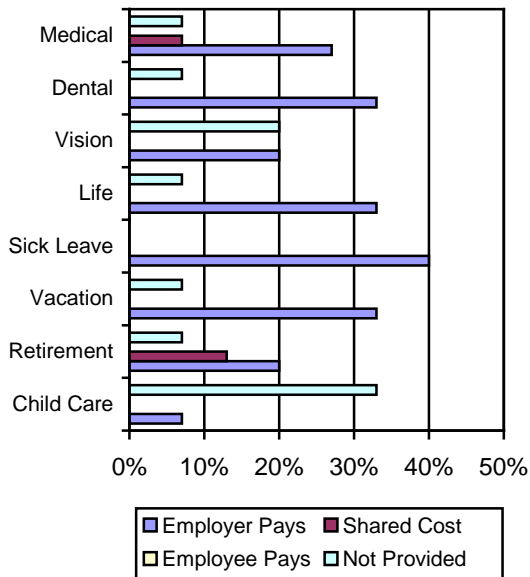
Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$10.86	\$ 7.43
New Hires, Experienced:	\$ 6.25 - \$10.86	\$ 8.25
3+ Yrs. With Firm:	\$ 7.50 - \$12.51	\$ 9.03

Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 9.47 - \$11.20	\$ 9.89
New Hires, Experienced:	\$ 9.59 - \$11.50	\$10.53
3+ Yrs. With Firm:	\$11.13 - \$13.40	\$11.82

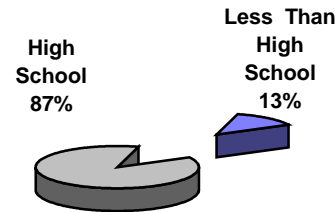
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Many employers report they will accept training in lieu of experience, and **all** employers report that technical or vocational training is not required. **Many** employers report that work experience is not required and will accept other occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to apply teaching techniques; knowledge of early childhood development; ability to operate audiovisual equipment; oral reading skills; musical skills; classroom management skills; record keeping skills; ability to administer emergency first aid; ability to write effectively, and ability to type at least 45 wpm.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Understanding a variety of cultures; ability to handle crisis situations; willingness to work with close supervision; ability to work independently, and ability to exercise patience.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Lotus.

FOR CAREER ADVANCEMENT: Communication skills; computer literate; college credits and certifications; leadership; good with children; bilingual/Spanish, and interpersonal skills.

NEW SKILLS: Experience with special populations.

LICENSE: Possession of an Early Childhood Development Certificate.

Instructional Aides

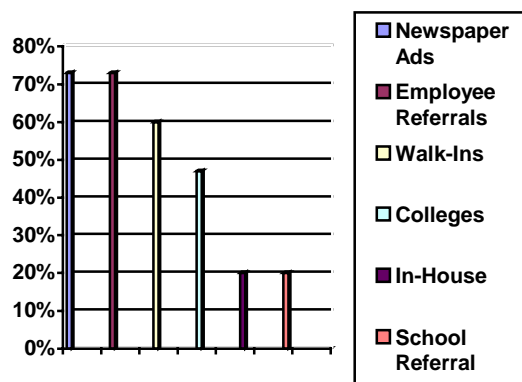
15 Firms Surveyed 2455 Employees OES Code: 315211

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Not Difficult
 - Inexperienced - Moderately Difficult
- Turnover Rate – 27.7%

Recruitment Methods



SIZE OF OCCUPATION

Large 6,250 – 8,330

GENDER

22% Male
78% Female

"WHERE THE JOBS ARE"

Elementary and Secondary Schools

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 40% of All Employers Report Stable
 - 60% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 7% of All Employers Report Decline
 - 13% of All Employers Report Stable
 - 80% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
 - 33.3 Much Faster Than Average

TRAINING PROVIDERS

- Coastline Regional Occupational Program
- Saddleback College
- Santa Ana College

Programs Offered – General education, child development courses, and computer courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
 - 93% of All Employers Promote
- **Union**
 - 53% of employers surveyed are non-union.
 - 47% are union.
- **Hours Worked**
 - 41% of employees work full time for an average of 35 hours per week. 59% of employees work part-time for an average of 16 hours per week.

Instructors and Coaches Sports and Physical Training

15 Firms Surveyed 464 Employees OES Code: 313210

DESCRIPTION

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams.

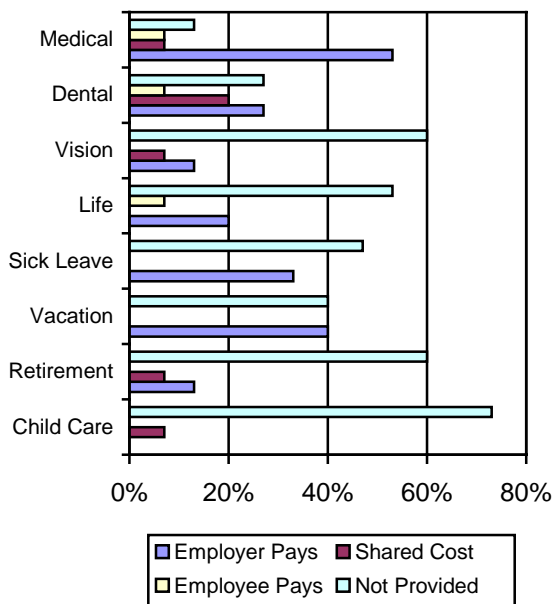
Alternate Job Titles: Swim Instructor, Golf Professional, Coach, Head Athletic Trainer, and Physical Education Instructors.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$12.50	\$ 8.25
New Hires, Experienced:	\$ 7.50 - \$23.00	\$ 9.00
3+ Yrs. With Firm:	\$ 8.50 - \$30.51	\$12.50

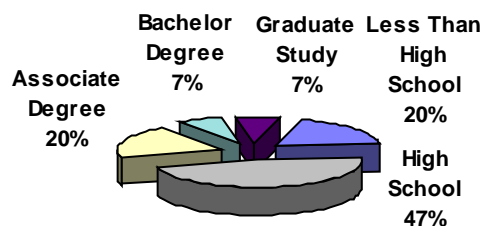
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience and technical or vocational training is not required. **Most** employers require previous work experience, and will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Knowledge of physiology; ability to teach physical education; ability to apply teaching techniques; ability to administer emergency first aid; ability to apply sports techniques; ability to demonstrate and coach reducing exercise; ability to perform and teach calisthenics; exercise equipment use skills; ability to demonstrate and coach weight lifting techniques, and knowledge of sports medicine.

PHYSICAL: Ability to pass a pre-employment medical examination.

PERSONAL OR OTHER: Understanding of a variety of cultures; leadership skills; possession of a clean police record; willingness to work with close supervision; ability to work independently; customer service skills, and ability to exercise patience.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Teaching skills; people skills; communication; responsible, and problem solving skills.

NEW SKILLS: Computer literate; management skills, and physical training.

LICENSE: Ability to perform Cardio-Pulmonary Resuscitation (CPR).

Instructors and Coaches Sports and Physical Training

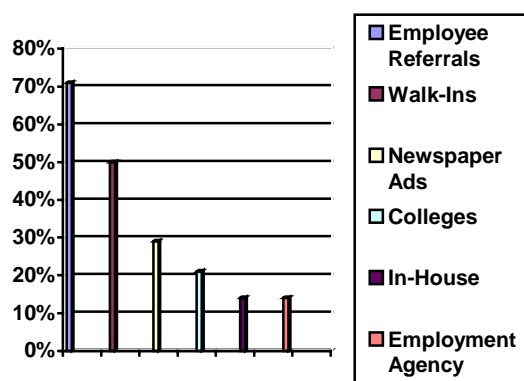
15 Firms Surveyed 464 Employees OES Code: 313210

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
Experienced - Moderately Difficult
Inexperienced - Moderately Difficult
- Turnover Rate - 6.4%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 4,190 – 5,800

GENDER

54% Male
46% Female

“WHERE THE JOBS ARE”

Miscellaneous Recreation, Amusement Service
Elementary and Secondary Schools

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
53% of All Employers Report Stable
47% of All Employers Report Growth
- Employment Levels During Next 2 Years
7% of All Employers Report Decline
47% of All Employers Report Stable
47% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
38.4% Much Faster Than Average

TRAINING PROVIDERS

- Goldenwest College
- Cypress Community College
- Concordia University

Programs Offered – Physical education, health, general education; sports and fitness administration/management, and computer courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
73% of All Employers Promote
- **Union**
100% of employers surveyed are non-union
- **Hours Worked**
10% of employees work full time for an average of 41 hours per week. 49% of employees work part-time for an average of 16 hours per week. 40% are seasonal employees and 1% are temporary or on call.
- **Emerging Occupations**
Speed Swimming Instructors

Janitors and Cleaners—Except Maids and Housekeeping Cleaners

15 Firms Surveyed 5290 Employees OES Code: 670050

DESCRIPTION

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers.

Alternate Job Titles: Custodian, Maintenance Worker.

WAGES & BENEFITS

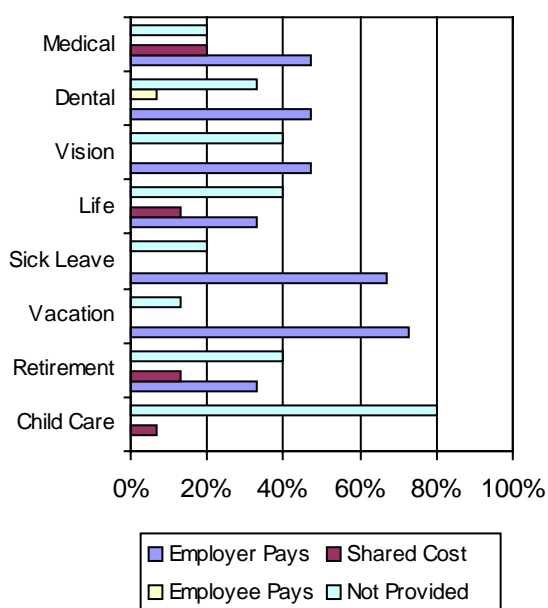
Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$ 8.00	\$ 6.50
New Hires, Experienced:	\$ 5.75 - \$ 8.87	\$ 7.50
3+ Yrs. With Firm:	\$ 6.63 - \$11.99	\$ 8.50

Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 8.00 - \$12.19	\$10.10
New Hires, Experienced:	\$11.99 - \$13.44	\$12.74
3+ Yrs. With Firm:	\$ 8.00 - \$17.00	\$14.76

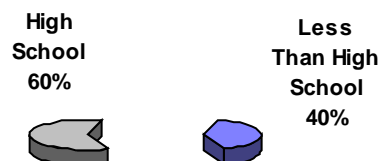
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience, and that technical or vocational training is not required. Most employers do not require experience and all will not accept other types of work experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to operate floor polishing equipment; understanding of cleaning compounds and solutions; brush painting skills; lawn and garden care skills; window washing skills; pest extermination skills; painting skills; ceramic or floor tile repair skills; carpentry skills; ability to shampoo carpets, and bondable.

PHYSICAL: Ability to lift at least 100 lbs. repeatedly.

PERSONAL OR OTHER: Possession of a reliable vehicle; willingness to work with close supervision, and ability to work independently

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Hard work; attendance; bilingual; communication skills; education; organization; good driving record; interpersonal skills, and leadership.

LICENSE: Possession of a valid driver's license.

Janitors and Cleaners—Except Maids and Housekeeping Cleaners

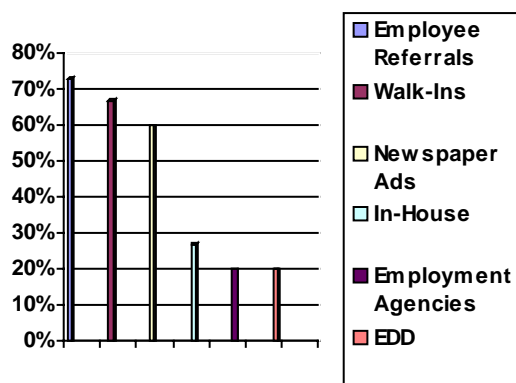
15 Firms Surveyed 5290 Employees OES Code: 670050

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Not Difficult
 - Inexperienced - Moderately Difficult
- Turnover Rate - 2.5%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 21,700 – 26,060

GENDER

54% Male
46% Female

"WHERE THE JOBS ARE"

Building Services
Elementary and Secondary Schools

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 53% of All Employers Report Stable
 - 47% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 67% of All Employers Report Stable
 - 33% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 - 2004
20.1% Average

TRAINING PROVIDERS

- Coastline Regional Occupational Program
- North Orange County Regional Occupational Program
- Capistrano – Laguna Beach Regional Occupational Program

Programs Offered – ESL classes, English, and math courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- Promotional Opportunities**
87% of All Employers Promote
- Union**
60% of employers surveyed are non-union
- Hours Worked**
72% of employees work full time for an average of 40 hours per week. 27% of employees work part-time for an average of 21 hours per week. 1% of employees work temporary or on call.

Medical and Clinical Laboratory Technologists

15 Firms Surveyed 182 Employees OES Code: 329020

DESCRIPTION

Medical and Clinical Laboratory Technologists perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordinating activities of workers engaged in laboratory testing. Includes workers who teach medical technology when teaching is not their primary activity.

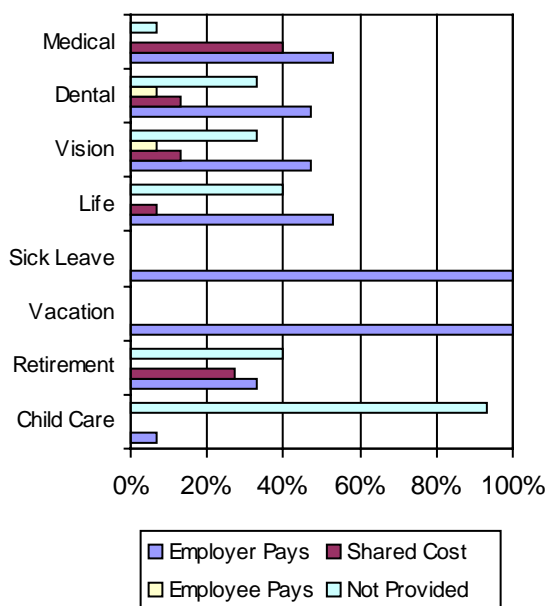
Alternate Job Titles: Medical Technologists, Medical Lab Assistant, Lab Tech, Clinical Lab Technicians, Laboratory Assistants, and Back Office Nurse.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 9.59 - \$19.50	\$14.55
New Hires, Experienced:	\$ 8.00 - \$25.00	\$13.81
3+ Yrs. With Firm:	\$10.50 - \$25.00	\$15.53

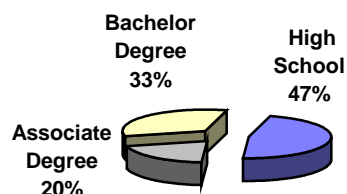
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience and **most** report technical or vocational training is required. **Almost all** employers require previous work experience, and they report they will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to operate precision laboratory equipment; ability to follow laboratory procedures; supervisory skills; record keeping skills; ability to apply sterilization techniques; blood drawing skills; knowledge of chemistry; ability to use computer applications in research; ability to perform advanced mathematical computations; ability to write effectively, and knowledge of medical terminology.

PHYSICAL: Manual dexterity; good vision; ability to concentrate for long periods of time; possession of good color perception, and ability to sit continuously for 2 or more hours.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to pay attention to detail; ability to work independently, and ability to work under pressure.

BASIC SKILLS: Ability to follow oral instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Leadership; communication skills; reliability; time management; verbal skills; critical thinking, and management skills.

NEW SKILLS: Computer literacy and continue academic learning.

Medical and Clinical Laboratory Technologists

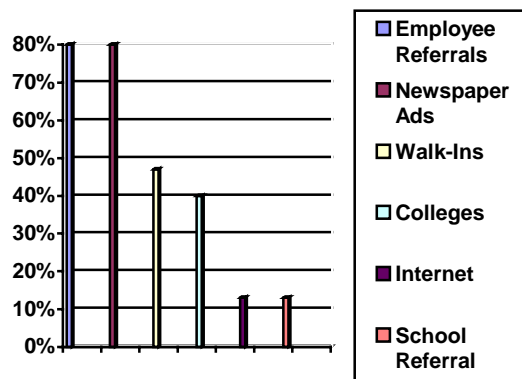
15 Firms Surveyed 182 Employees OES Code: 329020

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Very Difficult
 - Inexperienced - Very Difficult
- Turnover Rate - 24.7%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 11,1110 – 12,380

GENDER

27% Male
73% Female

"WHERE THE JOBS ARE"

Offices and Clinics of Medical Doctors

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 40% of All Employers Report Stable
 - 60% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 60% of All Employers Report Stable
 - 40% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 - 2004
 - 11.4% Slower Than Average

TRAINING PROVIDERS

- Newbridge College
- Center for Health Ed Advancement
- Saddleback College

Programs Offered – Phlebotomy, medical terminology, chemistry, clinical laboratory technology.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- Promotional Opportunities**
 - 80% of All Employers Promote
- Union**
 - 93% of employers surveyed are non-union
- Hours Worked**
 - 71% of employees work full time for an average of 40 hours per week. 21% of employees work part-time for an average of 22 hours per week. 8% are temporary or on call.
- Emerging Occupations**
 - Polysomnographer

Multimedia Specialists

15 Firms Surveyed 77 Employees OES Code: 030064996

DESCRIPTION

Multimedia Specialists work in one or more of the following phases of multimedia production: planning and storyboards (quick sketches of the different scenes that will happen), scriptwriting, graphics, digital sound recording and mixing, scanning and retouching of photos, making the related scenes interactive using specialized computer software and simple programming language.

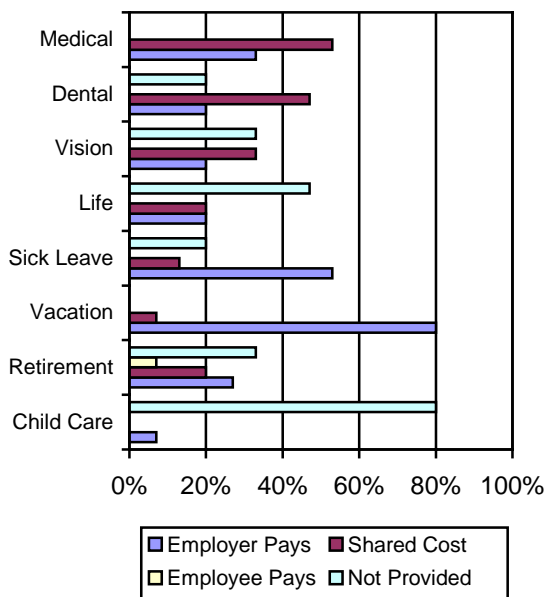
Alternate Job Titles: Graphics Designer, Computer Graphics, Graphic Artists, Web Developer.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$38.00 - \$38.00	\$38.00
New Hires, Experienced:	\$ 9.00 - \$38.00	\$20.00
3+ Yrs. With Firm:	\$14.38 - \$41.23	\$25.00

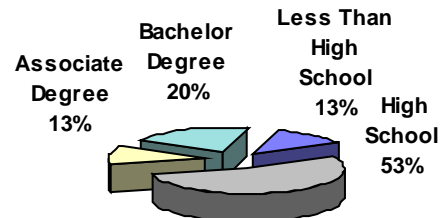
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION OF RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience and **most** report technical or vocational training is not required. **Almost all** employers require previous work experience, and **most** report they will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to use computer and electronic devices, software, and tools required to complete a given project; understanding the basics of design and creativity, willingness to continually update skills by learning new tools and techniques; an expertise in one or more areas as well as a general understanding of many areas, and other skills according to the specific requirements of specialties within the multimedia industry.

PHYSICAL: None reported.

PERSONAL OR OTHER: Willingness to work part time, temporary or on call; ability to work as part of a team; possess a passion for the work; a sense of humor, and patience.

BASIC SKILLS: Organizational skills; ability to quickly and accurately understand the goals and objectives of the project; ability to clearly communicate ideas, and ability to meet deadlines.

COMPUTER SOFTWARE: Word, Excel, PageMaker, Corel Draw and Dream Weaver.

FOR CAREER ADVANCEMENT: Communication skills; computer graphics; eagerness to work; writing ability; problem solving skills; strong design skills; creativity, and knowledge of software.

NEW SKILLS: Multimedia WebPages; digital editing, and networking.

Multimedia Specialists

15 Firms Surveyed 77 Employees OES Code: 030064996

EMPLOYMENT TRENDS

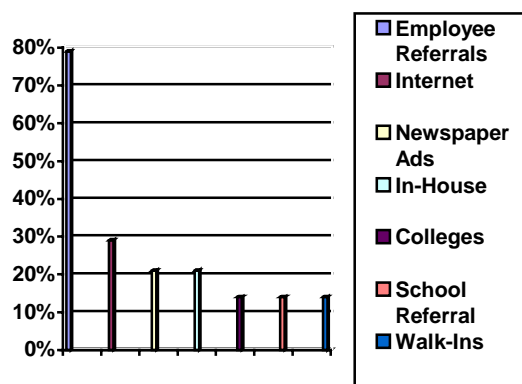
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Moderately Difficult
Inexperienced - Not Difficult

- Turnover Rate - 10.3%

Recruitment Methods



SIZE OF OCCUPATION

Information Is Not Available

GENDER

82% Male
18% Female

"WHERE THE JOBS ARE"

Information Is Not Available

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
33% of All Employers Report Stable
67% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
40% of All Employers Report Stable
60% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 - 2004
Information Is Not Available

TRAINING PROVIDERS

- Irvine Valley College
- New Horizons Computer Learning Center
- Infotec Commercial Systems (Clauaset Center)

Programs Offered - Desktop publishing, computer science, and computer programming.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- Promotional Opportunities**
60% of All Employers Promote
- Union**
100% of employers surveyed are non-union
- Hours Worked**
53% of employees work full time for an average of 42 hours per week. 47% of employees work part-time for an average of 22 hours per week.
- Emerging Occupations**
E-Commerce
Video Compressionist

Nurse Aides

15 Firms Surveyed 1175 Employees OES Code: 660080

DESCRIPTION

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, servicing and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

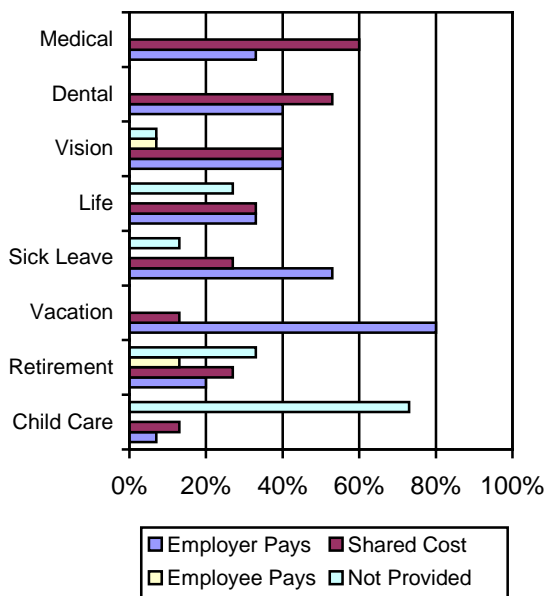
Alternate Job Titles: Certified Nurse Assistant, Patient Care Assistant, and Personal Attendant.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$ 9.00	\$7.68
New Hires, Experienced:	\$ 7.25 - \$10.00	\$8.50
3+ Yrs. With Firm:	\$ 7.25 - \$12.00	\$9.25

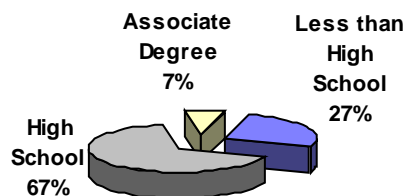
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience and that technical or vocational training is required. **Many** employers require previous work experience, and **most** report they will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to provide personal services to patients; record keeping skills; knowledge of orthopedic care; understanding of asepsis; ability to administer emergency first aid; ability to apply dressings and compresses; ability to apply transferring techniques moving patients; knowledge of surgical preparation procedures; post surgical care skills, and ability to perform CPR.

PHYSICAL: None reported.

PERSONAL OR OTHER: Ability to work independently; willingness to work, with close supervision; public contact skills, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Database.

FOR CAREER ADVANCEMENT: Good working skills; leadership; customer service; communication skills; continued education, and additional medical knowledge.

NEW SKILLS: Knowledge of English language.

LICENSE: Possession of a Nurses Aide Certification.

Nurse Aides

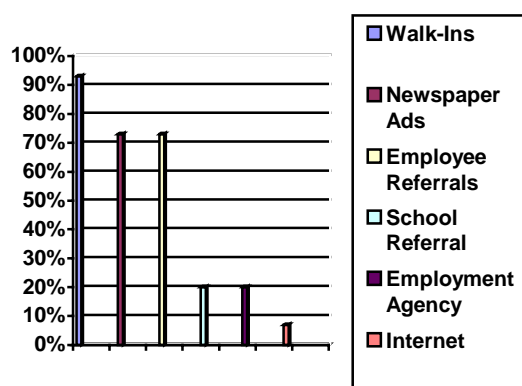
15 Firms Surveyed 1175 Employees OES Code: 660080

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Moderately Difficult
 - Inexperienced - Very Difficult
- Turnover Rate - 24.7%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 5,340 – 5,830

GENDER

17% Male
83% Female

"WHERE THE JOBS ARE"

Hospitals
Nursing and Personal Care Facilities

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 47% of All Employers Report Stable
 - 53% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 73% of All Employers Report Stable
 - 27% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
 - 0.9% Slower Than Average

TRAINING PROVIDERS

- Center for Health Ed Advancement
- Capistrano-Laguna Beach Regional Occupational Program
- Coastline Regional Occupational Program

Programs Offered – Nurse Aide training, and Health Science Careers.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
87% of All Employers Promote
- **Union**
93% of employers surveyed are non-union
- **Hours Worked**
68% of employees work full time for an average of 37 hours per week. 31% of employees work part-time for an average of 22 hours per week. 1% work temporary or on call.

Registered Nurses

15 Firms Surveyed 1323 Employees OES Code: 325020

DESCRIPTION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

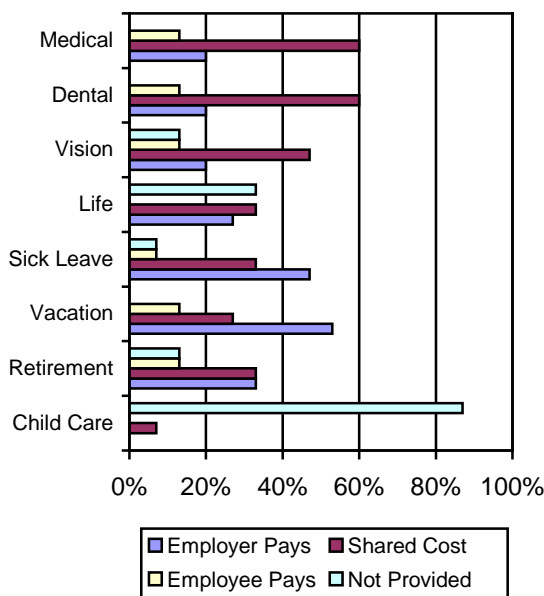
Alternate Job Titles: Charge Nurse, Staff Nurse, Nurse Manager, Case Manager.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$18.00 - \$19.00	\$18.25
New Hires, Experienced:	\$15.00 - \$25.00	\$20.25
3+ Yrs. With Firm:	\$21.00 - \$30.00	\$23.25

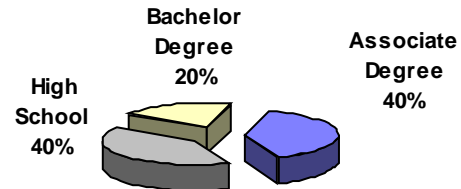
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION OF RECENT HIRES



TRAINING AND WORK EXPERIENCE

All employers report they will not accept training in lieu of experience and **most** report technical or vocational training is required. **Most** employers require previous work experience, and **almost all** report they will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Intensive care treatment skills; ability to administer an electro-cardiograph (EKG) test; ability to apply transferring techniques moving patients; ability to provide personal services to patients; record keeping skills; ability to write effectively, and ability to plan and organize the work of others.

PHYSICAL: None reported.

PERSONAL OR OTHER: Willingness to work, with close supervision; public contact skills; ability to work under pressure, and ability to work independently.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Management skills; leadership; computer knowledge; critical thinking; assessment skills; people skills; higher education; performance; team player; responsibility; language skills; initiative, and high level of nursing skills.

NEW SKILLS: Keeping current on standards of practice.

LICENSE: Possession of the State of California Registered Nurse license.

Registered Nurses

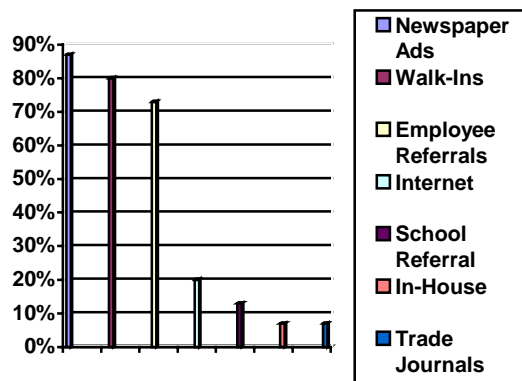
15 Firms Surveyed 1323 Employees OES Code: 325020

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Moderately Difficult
 - Inexperienced - Moderately Difficult
- Turnover Rate - 25.6%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 12,180–13,650

GENDER

17% Male
83% Female

"WHERE THE JOBS ARE"

Hospitals
Nursing and Personal Care Facilities

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 80% of All Employers Report Stable
 - 20% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 47% of All Employers Report Stable
 - 53% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 - 2004
 - 12.1% Slower Than Average

TRAINING PROVIDERS

- Goldenwest College
- California State University Fullerton
- National University

Programs Offered – Nursing courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
80% of All Employers Promote
- **Union**
100% of employers surveyed are non-union
- **Hours Worked**
62% of employees work full time for an average of 38 hours per week. 37% of employees work part-time for an average of 19 hours per week. 1% work temporary or on call.

Sales Representatives—Except Scientific, Related Products and Services & Retail

15 Firms Surveyed 152 Employees OES Code: 490080

DESCRIPTION

Sales Representatives, except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

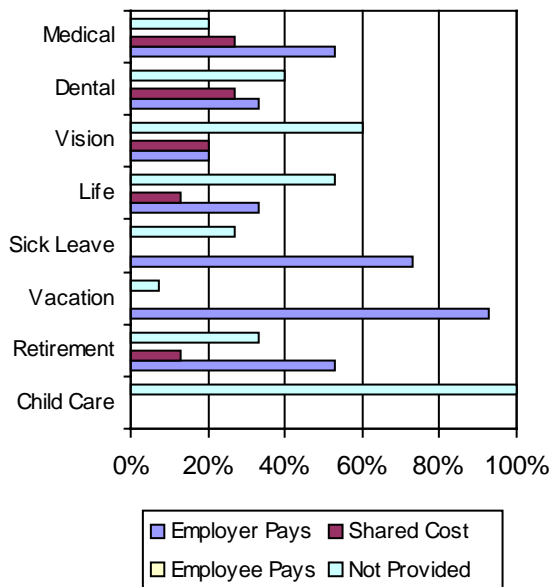
Alternate Job Titles: Outside Sales Representative, Account Executive, Sales Representative.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.67 - \$14.38	\$ 8.80
New Hires, Experienced:	\$ 8.00 - \$24.93	\$14.38
3+ Yrs. With Firm:	\$10.00 - \$34.52	\$19.18

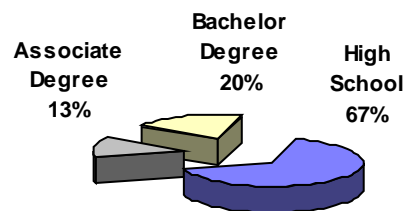
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Many employers report they will accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require prior work experience and **most** will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Business math skills; report writing skills; ability to apply sales techniques; record keeping skills; ability to prepare and arrange sales contracts; understanding of inventory techniques; verbal presentation skills; ability to write effectively, and ability to demonstrate knowledge of specific products.

PHYSICAL: None reported.

PERSONAL OR OTHER: Possession of a reliable vehicle; willingness to travel; ability work independently; possession of a good DMV driving record, and customer service skills.

BASIC SKILLS: Ability to read and follow instructions and ability to write legibly.

COMPUTER SOFTWARE: Word, Excel, and Access.

FOR CAREER ADVANCEMENT: Strong selling skills; people skills; knowledge of economics; analytical; leadership; team work; management ability, and verbal communication skills.

NEW SKILLS: Computer literate, and Internet skills.

LICENSE: Possession of a valid driver's license.

Sales Representatives—Except Scientific, Related Products and Services & Retail

15 Firms Surveyed 152 Employees OES Code: 490080

EMPLOYMENT TRENDS

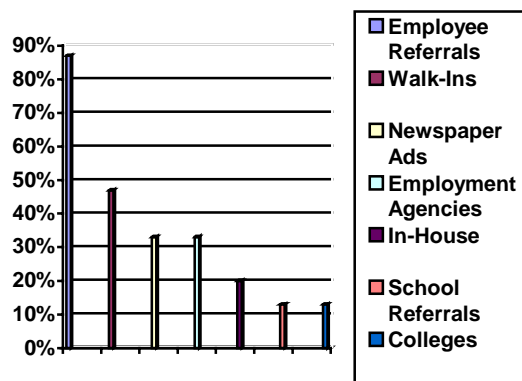
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Very Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 10.7%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 11,490 – 14,010

GENDER

72% Male
28% Female

"WHERE THE JOBS ARE"

Groceries and Related Products
Electrical Goods

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
7% of All Employers Report Decline
53% of All Employers Report Stable
40% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
60% of All Employers Report Stable
40% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
21.9% Faster Than Average

TRAINING PROVIDERS

- Career Management Institute
- Coastline Regional Occupational Program

Programs Offered – General selling skills.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
47% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
99% of employees work full time for an average of 47 hours per week. 1% of employees work part-time for an average of 15 hours per week.
- **Emerging Occupations**
Business Management

Sales Representatives Scientific, Related Products and Services—Except Retail

16 Firms Surveyed 89 Employees OES Code: 490050

DESCRIPTION

Sales Representatives, Scientific and Related Products and Services, except Retail sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. Does not include Sales Representatives in retail sales, or those who must have a technical background equivalent to a bachelor's degree in engineering.

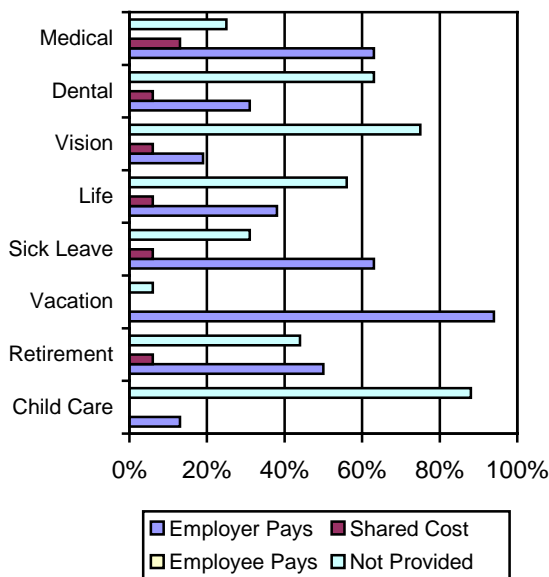
Alternate Job Titles: Technical Sales Representative; Sales Engineers; Account Executive; Sales Manager.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$15.00	\$12.48
New Hires, Experienced:	\$ 8.63 - \$43.00	\$17.62
3+ Yrs. With Firm:	\$11.51 - \$48.00	\$29.97

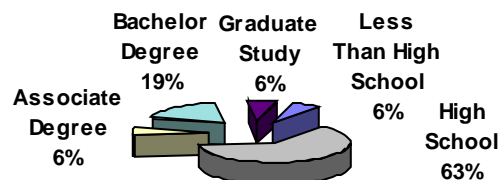
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Almost all employers report they will not accept training in lieu of experience, and they also report that technical or vocational training is not required. **Most** employers require prior work experience, and **almost all** will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Report writing skills; ability to apply sales techniques; record keeping skills; ability to prepare and arrange sales contracts; telephone sales skills; understanding of inventory techniques; verbal presentation skills; ability to perform advanced mathematical computations; ability to write effectively, and ability to demonstrate knowledge of specific products.

PHYSICAL: None reported.

PERSONAL OR OTHER: Possession of a reliable vehicle; willingness to travel; ability work independently; possession of a good DMV driving record, and customer service skills.

BASIC SKILLS: Ability to read and follow instructions and ability to write legibly.

COMPUTER SOFTWARE: Word, Excel, Access, QuickBooks, and PageMaker.

FOR CAREER ADVANCEMENT: Technical skills; knowledge of products; business skills; high sales volume; interpersonal, and commitment to customer service.

NEW SKILLS: Computer aided design programs, networking, computer skills, Internet skills, and bilingual English/Japanese.

LICENSE: Possession of a valid driver's license.

Sales Representatives Scientific, Related Products and Services - Except Retail

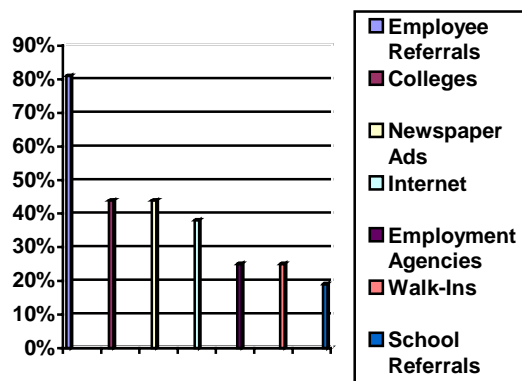
16 Firms Surveyed 89 Employees OES Code: 490050

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Very Difficult
 - Inexperienced - Very Difficult
- Turnover Rate - 13.5%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 7,820 – 9,280

GENDER

69% Male
31% Female

"WHERE THE JOBS ARE"

Professional and Commercial Equipment
Electrical Goods

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 6% of All Employers Report Decline
 - 44% of All Employers Report Stable
 - 50% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 50% of All Employers Report Stable
 - 50% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
18.7% Average

TRAINING PROVIDERS

- University of California Irvine
- Cypress community College
- California State University Fullerton

Programs Offered – Science, computer and engineering courses.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OTHER INFORMATION

- **Promotional Opportunities**
50% of All Employers Promote
- **Union**
100% of employers surveyed are non-union.
- **Hours Worked**
99% of employees work full time for an average of 44 hours per week. 1% of employees work part-time for an average of 32 hours per week.
- **Emerging Occupations**
Internet Sales Position

Salespersons, Retail (Except Vehicle Sales)

15 Firms Surveyed 398 Employees OES Code: 490112

DESCRIPTION

Retail Salespersons, except Vehicle Sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

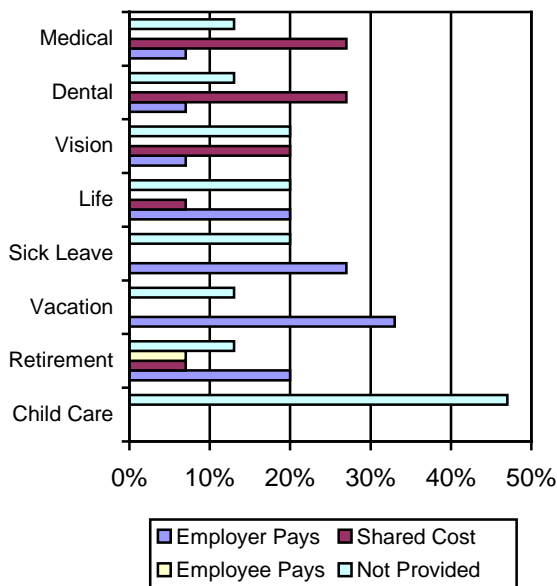
Alternate Job Titles: Sales Clerk, Sales Assistant, Sales Associate, Customer Specialist, Retail Person.

WAGES & BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$ 7.50	\$5.75
New Hires, Experienced:	\$ 5.75 - \$ 8.50	\$7.00
3+ Yrs. With Firm:	\$ 5.75 - \$11.50	\$8.00

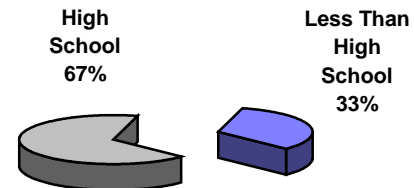
Fringe Benefits



All data is based on full time employment and the percentages of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience. **All** employers report that technical or vocational training is not required. **Some** employers require prior work experience and **most** will accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Ability to use a computer terminal; ability to operate a standard cash register; ability to operate a computerized cash register; ability to make change; knowledge of sales techniques, and knowledge of inventory techniques.

PHYSICAL: Ability to lift at least 50 lbs, ability to stand for prolonged periods, and meet employer grooming standards.

PERSONAL OR OTHER: Willingness to work with close supervision; ability to work independently;

BASIC SKILLS: Ability to read and follow instructions; ability to write effectively and legibly; ability to perform basic mathematical computations; public contact skills; customer service skills, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Interpersonal skills; motivation; integrity; leadership; hard worker; maturity, and responsibility.

Salespersons Retail, (Except Vehicle Sales)

15 Firms Surveyed 398 Employees OES Code: 490112

EMPLOYMENT TRENDS

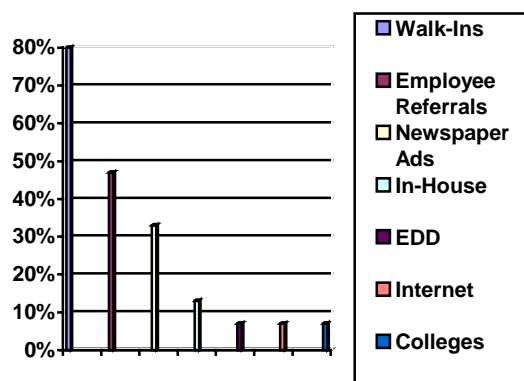
SUPPLY AND DEMAND

- Difficulty Finding Applicants

Experienced - Not Difficult
Inexperienced - Moderately Difficult

- Turnover Rate - 24.9%

Recruitment Methods



SIZE OF OCCUPATION

Very Large Range 40,070 – 46,870

GENDER

34% Male
66% Female

"WHERE THE JOBS ARE"

Department Stores
Miscellaneous Shopping Goods Stores

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
0% of All Employers Report Decline
67% of All Employers Report Stable
33% of All Employers Report Growth
- Employment Levels During Next 2 Years
0% of All Employers Report Decline
60% of All Employers Report Stable
40% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
17.0% Slower Than Average

TRAINING PROVIDERS

- Career Management Institute
- Coastline Regional Occupational Program

Programs Offered – General selling skills.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- Promotional Opportunities**
67% of All Employers Promote
- Union**
100% of employers surveyed are non-union.
- Hours Worked**
33% of employees work full time for an average of 37 hours per week. 67% of employees work part-time for an average of 27 hours per week.

Tellers

15 Firms Surveyed 2556 Employees OES Code: 531020

DESCRIPTION

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

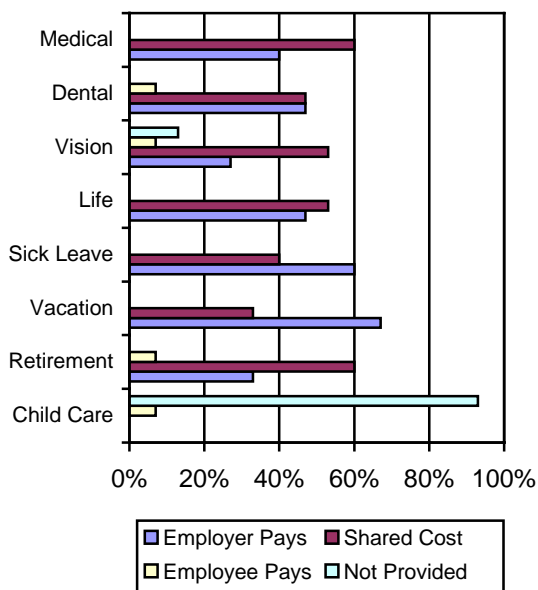
Alternate Job Titles: Member Services Representative; Customer Service Tellers; Branch Service Representative; Cashier; Financial Sales Associates; Customer Service Representative.

WAGES & BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.50 - \$ 9.25	\$ 8.63
New Hires, Experienced:	\$ 8.00 - \$11.15	\$10.00
3+ Yrs. With Firm:	\$ 8.50 - \$13.50	\$12.00

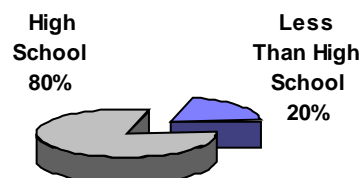
Fringe Benefits



All data is based on full time employment and the percentage of employers responding to this question.

EMPLOYER REQUIREMENTS

EDUCATION of RECENT HIRES



TRAINING AND WORK EXPERIENCE

Most employers report they will not accept training in lieu of experience. **Almost all** employers report that technical or vocational training is not required. **Many** employers require previous work experience, and **most** report they will not accept other types of occupational experience.

SKILLS, LICENSES AND OTHER REQUIREMENTS

TECHNICAL: Record keeping skills; alphabetic and numeric filing skills; cash handling skills; ability to operate a 10-key adding machine by touch; bondable; ability to write effectively, and ability to type at least 30 wpm.

PHYSICAL: Ability to stand continuously for 2 or more hours.

PERSONAL OR OTHER: Ability to perform routine, repetitive work; willingness to work with close supervision; ability to work independently, and customer service skills.

BASIC SKILLS: Basic math skills; ability to read and follow instructions; ability to write legibly, and oral communication skills.

COMPUTER SOFTWARE: Word and Excel.

FOR CAREER ADVANCEMENT: Operational knowledge; product knowledge; service focused; detail oriented; math skills; verbal skills; sales ability; good cash handling skills; excellent interpersonal skill; dependable; good English skills, and willingness to learn.

NEW SKILLS: Keeping up on basic PC skills and being up to date on banking policies and procedures.

Tellers

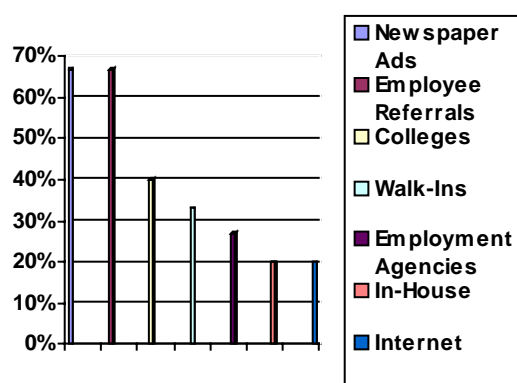
15 Firms Surveyed 2556 Employees OES Code: 531020

EMPLOYMENT TRENDS

SUPPLY AND DEMAND

- Difficulty Finding Applicants
 - Experienced - Moderately Difficult
 - Inexperienced - Moderately Difficult
- Turnover Rate - 68.7%

Recruitment Methods



SIZE OF OCCUPATION

Large Range 5,630 – 8,110

GENDER

24% Male
76% Female

"WHERE THE JOBS ARE"

Commercial Banks
Savings Institutions

JOB GROWTH PROJECTIONS

Orange County Average Job Growth Rate 19.2%

The reported percentages apply to employers responding to these questions.

- Employment Levels During the Last Year
 - 0% of All Employers Report Decline
 - 47% of All Employers Report Stable
 - 53% of All Employers Report Growth
- Employment Levels During Next 2 Years
 - 0% of All Employers Report Decline
 - 40% of All Employers Report Stable
 - 60% of All Employers Report Growth
- EDD Forecast Job Growth Rate 1997 – 2004
 - 44.0% Much Faster Than Average

TRAINING PROVIDERS

- Garden Grove Adult Education – Chapman Campus
- American School of Mortgage Banking
- Central County Regional Occupational Program

Programs Offered – Banking and Financial Support Services.

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org
- CA Regional Occupational Programs <http://www.carocp.org/>

OTHER INFORMATION

- **Promotional Opportunities**
100% of All Employers Promote
- **Union**
100% of employers surveyed are non-union
- **Hours Worked**
37% of employees work full time for an average of 40 hours per week. 59% of employees work part-time for an average of 20 hours per week. 4% work temporary or on call.

TRAINING PROVIDERS FOR YEAR 2000 SURVEYED OCCUPATIONS

Community Colleges / Universities / University Extensions

California State University, Fullerton
800 North State College Boulevard
Fullerton, CA 92834-9480
(714) 278-2086

California State University, Fullerton
Extended Education
800 North State College Boulevard
Fullerton, CA 92834-9480
(714) 278-2611

Chapman University Academic Center
One University Drive
Orange, CA 92866
(714) 997-6701

Coastline Community College
11460 Warner Avenue
Fountain Valley, CA 92708-2597
(714) 546-7600

Coastline Community College
1675 Scenic Drive
Costa Mesa, CA 92626
(714) 241-4904

Concordia University
1530 Concordia West
Irvine, CA 92612
(949) 854-8002

Cypress Community College
9200 Valley View Street
Cypress, CA 90630-5897
(714) 484-7302

Fullerton Community College
321 East Chapman Avenue
Fullerton, CA 92832
(714) 992-7000

Goldenwest College
15744 Goldenwest Street
Huntington Beach, CA 92647-0592
(714) 892-7711

Hope International University
2500 East Nutwood Avenue
Fullerton, CA 92681-3138
(714) 879-3901

Irvine Valley College
5500 Irvine Center Drive
Irvine, CA 92618
(949) 451-5431

National University
3390 Harbor Boulevard
Costa Mesa, CA 92626
(714) 429-5100

Newport University
20101 Southwest Birch Street, Ste.120
Newport Beach, CA 92660-9711
(949) 757-1155

Orange Coast College
2701 Fairview Road
Costa Mesa, CA 92628-5005
(714) 432-0202

Saddleback College
2800 Marguerite Parkway
Mission Viejo, CA 92692-3699
(949) 582-4500

Santiago Canyon College
8045 East Chapman Avenue
Orange, CA 92869
(714) 564-4000

Santa Ana College
1530 West 17th Street
Santa Ana, CA 92706-9979
(714) 564-6000

Southern California College
55 Fair Drive
Costa Mesa, CA 92626-6597
(714) 556-3610

TRAINING PROVIDERS FOR YEAR 2000 SURVEYED OCCUPATIONS

University of California, Irvine
Office of Admissions
Irvine, CA 92697-1075
(949) 824-5011

University of California Irvine Extension
P.O. Box 6050
Irvine, CA 92616-6050
(949) 834-5194

University of Phoenix
10540 Talbert Avenue
Suite 300, West Tower
Fountain Valley, CA 92708
(800) 888-1968

Adult Education

Anaheim Adult Education
1800 W. Ball Road
Anaheim, CA 92803
(714) 999-5616

Capistrano Unified School District
Community Education Program
31422 Camino Capistrano
San Juan Capistrano, CA 92675
(949) 493-0658

Cypress College
Adult Education Center
9200 Valley View Street
Cypress, CA 90630
(714) 484-7237

Garden Grove Adult Education
Chapman Campus
11852 Knott Avenue
Garden Grove, CA 92845
(714) 663-6525

Garden Grove Adult Education
Education Center
11262 Garden Grove Boulevard
Garden Grove, CA 92843
(714) 663-6291

Huntington Beach Adult School
16666 Tunstall Lane
Huntington Beach, CA 92647
(714) 847-2873

Webster University
2300 Michelson Drive, Ste. 800
Irvine, CA 92612
(949) 250-7855

West Orange College
12865 Main Street, Ste. 105
Garden Grove, CA 92840
(714) 530-5000

Irvine Adult School
311 West Yale Loop, #3
Irvine, CA 92604
(949) 936-7454

Newport Mesa Adult School
425 East 18th Street
Costa Mesa, CA 92627
(949) 515-6996

Placentia Yorba Linda Adult School
2137 North Kramer Boulevard
Placentia, CA 92870
(714) 996-6043

Saddleback Valley Adult School
25598 Diseno Drive
Mission Viejo, CA 92691
(949) 837-8830

Wilshire Continuing Education Center
315 East Wilshire Avenue
Fullerton, CA 92832
(714) 526-8258

Yorba Linda Education Center
4175 Fairmont Boulevard
Yorba Linda, CA 92886
(714) 779-8279

TRAINING PROVIDERS FOR YEAR 2000 SURVEYED OCCUPATIONS

Regional Occupational Programs

Capistrano - Laguna Beach
Regional Occupational Program
31522 El Camino Real
San Juan Capistrano, CA 92675
(949) 496-3118

Central County
Regional Occupational Program
2333 North Broadway, Ste. 260
Santa Ana, CA 92706-1641
(714) 541-5537

Coastline Regional Occupational Program
1001 Presidio Square
Costa Mesa, CA 92626-1584
(714) 979-1955

North Orange County
Regional Occupational Program
Acacia Facility
310 South Acacia
Fullerton, CA 92831
(714) 502-5900

North Orange County
Regional Occupational Program
East Ball Facility
1617 East Ball Road
Anaheim, CA 92805
(714) 502-5950

North Orange County
Regional Occupational Program
Main Office
2360 West La Palma Avenue
Anaheim, CA 92801-3395
(714) 502-5800

North Orange County
Regional Occupational Program
Sequoia Facility
2208 Sequoia
Anaheim, CA 92801
(714) 502-5980

Private Training Providers

A & V Technical School, Inc.
1214 East Katella Avenue
Anaheim, CA 92805
(714) 634-0744

American School of Mortgage Banking
17332 Irvine Boulevard, Ste. 200
Tustin, CA 92780
(714) 832-2762

Automotive Diagnostics
1515 South Harris Court
Anaheim, CA 92806
(714) 634-3855

California Career Schools
1100 Technology Circle
Anaheim, CA 92805-6550
(714) 635-6585

Casa Real Learning Center
1666 North Main Street, Ste. 415
Santa Ana, CA 92701
(714) 835-6695

Computer Learning Center of Anaheim
222 South Harbor Boulevard
Anaheim, CA 92805
(714) 956-8060

Concorde Career Institute
12951 Euclid Street, Ste. 101
Garden Grove, CA 92840
(714) 635-3450

DMC Automotive Training School, Inc.
530 Cameron Street
Placentia, CA 92870
(714) 528-8336

TRAINING PROVIDERS FOR YEAR 2000 SURVEYED OCCUPATIONS

Gerontology Training Institute
214 Hospital Circle, Ste. #3
Westminster, CA 92683
(714) 893-3050

Goodwill Industries of Orange County
410 North Fairview Street
Santa Ana, CA 92702-0417
(714) 547-6301

ITT Technical Institute
525 North Muller Avenue
Anaheim, CA 92801
(714) 535-3700

Intercoast College/
American Career College
1631 North Bristol Street, 2nd Floor
Santa Ana, CA 92706
(714) 560-6900

Larson Training Centers
2041 West Orangewood Avenue
Orange, CA 92868
(714) 634-1800

Learning Tree University
2332 McGaw Avenue
Irvine, CA 92614-5832
(949) 442-0690

Linographics Incorporated
770 North Main Street, Ste.#J
Orange, CA 92868
(714) 639-0511

National Business Review Foundation
8001 Irvine Center Drive, Ste. 750
Irvine, CA 92618
(949) 753-9521

New Horizons
Computer Learning Center, Inc.
1231 East Dyer Road, Ste. 140
Santa Ana, CA 92705
(714) 431-9240

Newbridge College
1840 East 17th Street, Ste. 140
Santa Ana, CA 92705
(714) 550-8000

Platt College
3901 MacArthur Boulevard
Newport Beach, CA 92660
(949) 833-2300

Practical Schools
900 East Ball Road
Anaheim, CA 92805-5915
(714) 535-6000

SER / Jobs for Progress, Inc.
1243 East Warner Avenue
Santa Ana, CA 92705
(714) 556-8741

SNAP-ON Technical Training
4070 Palm Street, Ste. 706
Fullerton, CA 92835
(714) 441-1620

Southern California University
For Professional Studies
1840 East 17th Street, #240
Santa Ana, CA 92701-2918
(714) 480-0800

Sutech
1855 South Santa Cruz Street
Anaheim, CA 92805
(714) 939-7860

United Education Institute
3801 Shelby Street
Ontario, CA 91502
(909) 476-2424

Information is current as of publication; however, changes may have occurred.
Therefore, it is suggested that all information be verified.

OCCUPATIONAL OUTLOOK



1999

ADMINISTRATIVE ASSISTANTS

16 Firms Surveyed with 231 Employees in Occupation. Non-OES Code: 169167997

DESCRIPTION

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, workflow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

Alternate Job Titles: Manager Assistant, Secretary, Executive Coordinator, and Controllers.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.50 - \$10.26	\$8.00
New Hires, Experienced:	\$8.00 - \$13.00	\$10.50
3+ Yrs. Experience with Firm:	\$9.00 - \$16.88	\$14.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	38% / 0 %	50% / 0 %	None	0 % / 19%
Dental Insurance	38% / 0 %	50% / 0 %	None	0 % / 19%
Vision Plan	25% / 0 %	31% / 0 %	None	31% / 19%
Life Insurance	44% / 0 %	13% / 0 %	None	31% / 19%
Sick Leave	69% / 0 %	6% / 0 %	None	13% / 19%
Vacation	81% / 0 %	6% / 0 %	None	0 % / 19%
Retirement Plan	38% / 0 %	31% / 0 %	13% / 0 %	6% / 19%
Child Care	None	None	6% / 0 %	81% / 19%
Other	None	None	None	6% / 0 %

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 84% of the employees work full-time averaging 44 hours per week, 8% work part-time averaging 20 hours per week, and 9% are temporary or on-call employees.
- ☐ 92% of the employees are female, and 8% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Not Available
Growth Rate: Estimated to Remain Stable
Openings Due to Separations: Not Available

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
6531	Real estate agents & managers
8711	Engineering services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	63%	38%
Projected Next 24 Mo.	0 %	44%	56%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

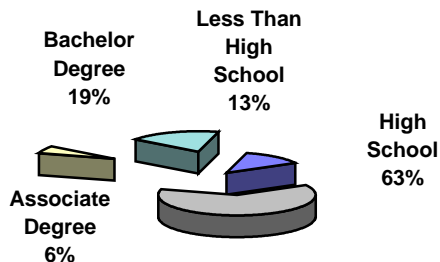
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	51
New Permanent Positions:	11
Temporary Positions:	2
Promotions:	22
Separations:	16

ADMINISTRATIVE ASSISTANTS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Many** employers require prior work experience.

Computer Skills

Many employers seek applicants with skills in word processing, and **most** seek applicants with knowledge of spreadsheet applications. **Some** employers seek applicants with database skills, and **some** seek applicants with desktop publishing skills.

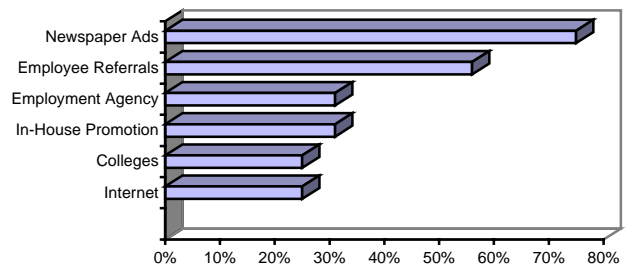
Career Advancement Skills

Education, industry certification, good attitude, attentiveness, hardworking, good organization and people skills, good typing skills, good computer skills, management skills, good written skills, good verbal communication skills, the ability to get along with managers and clients, and a desire to better oneself were mentioned by the employers as important for career advancement.

New Skills

Good customer service skills, good people skills, working well under pressure, technical and computer skills, good telephone skills, and learning the industry were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Coastline Community College
- North Orange County Regional Occupational Program
- Saddleback Valley Adult School
- **Programs Offered:** Administrative Assistant / Secretarial Science, General

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

BIOTECHNOLOGY LABORATORY ASSISTANTS

15 Firms Surveyed with 176 Employees in Occupation. Non-OES code: 41061997

DESCRIPTION

Biotechnology Laboratory Assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures.

Alternate Job Titles: Lab Technician, Process Engineering, Research & Development, Research Assistant, Sr. Lab Technician, Technologist 1 & 2, Q.C. Tech, and Lab Assistant.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.00 - \$17.74	\$10.00
New Hires, Experienced:	\$10.00 - \$19.18	\$14.38
3+ Yrs. Experience with Firm:	\$12.95 - \$23.97	\$17.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	27% / 0 %	60% / 7%	None	0 % / 27%
Dental Insurance	27% / 0 %	53% / 7%	None	7% / 27%
Vision Plan	13% / 0 %	40% / 7%	7% / 0 %	27% / 27%
Life Insurance	53% / 0 %	13% / 0 %	7% / 0 %	13% / 33%
Sick Leave	87% / 0 %	None	None	0 % / 33%
Vacation	80% / 0 %	None	None	7% / 33%
Retirement Plan	20% / 7%	47% / 0 %	7% / 0 %	13% / 27%
Child Care	None	None	None	87% / 33%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- 100% of the employers represented in this survey are non-union.
- 95% of the employees work full-time averaging 40 hours per week, and 5% work part-time averaging 18 hours per week.
- 55% of the employees are female, and 45% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Not Available
Growth Rate: Estimated to Grow
Openings Due to Separations: Not Available

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8731	Commercial physical research
8733	Noncommercial research

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	33%	60%
Projected Next 24 Mo.	7%	33%	60%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants.

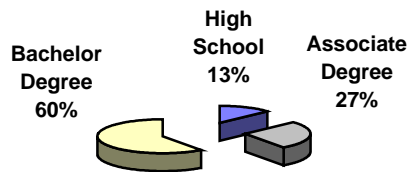
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	46
New Permanent Positions:	22
Temporary Positions:	2
Promotions:	14
Separations:	8

BIOTECHNOLOGY LABORATORY ASSISTANTS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Many** employers require prior work experience.

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

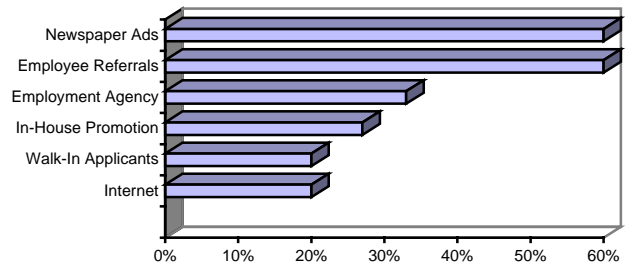
Career Advancement Skills

Knowledge of lab procedures, further education and experience, effective communication and people skills, ability to get the job done, scientific skills, attention to detail, leadership skills, and honesty were mentioned by the employers as important for career advancement.

New Skills

Computer skills, positive attitude, knowledge of chemistry and microbiology, knowledge of medical devices, and interpersonal skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Center for Health Ed Advancement
- Goldenwest College
- Fullerton Community College
- **Programs Offered:** Biological Technician

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

CARPENTERS

19 Firms Surveyed with 1,260 Employees in Occupation. OES Code: 871020

DESCRIPTION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and wood working machines. Does not include Cabinetmakers and Bench Carpenters.

Alternate Job Titles: Field Technician, Finish Carpenter, Laborers, Project Manager, Foreman, Apprentice, Skilled Laborer, Journeyman, and Installer.

WAGES & FRINGE BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.00 - \$9.00	\$8.00
New Hires, Experienced:	\$11.00 - \$19.00	\$15.00
3+ Yrs. Experience with Firm:	\$15.00 - \$26.00	\$20.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	26% / 0 %	47% / 0 %	None	26% / 21%
Dental Insurance	21% / 0 %	37% / 0 %	None	42% / 21%
Vision Plan	16% / 0 %	16% / 0 %	None	68% / 21%
Life Insurance	None	26% / 0 %	None	74% / 21%
Sick Leave	53% / 0 %	5% / 0 %	None	42% / 21%
Vacation	53% / 0 %	5% / 0 %	None	42% / 21%
Retirement Plan	11% / 0 %	21% / 0 %	None	68% / 21%
Child Care	None	5% / 0 %	None	95% / 21%
Other	None	11% / 0 %	None	32% / 11%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 84% of all employers surveyed in this occupation are non-union, and 16% are union.
- ❑ 54% of the employees work full-time, averaging 42 hours per week. 8% work part-time averaging 20 hours per week. 3% are temporary, and 36% are seasonal employees.
- ❑ 100% of the employees are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (6,240 - 7,140)
Growth Rate: Average
Openings Due to Separations: 840

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
1751	Carpentry work
1771	Concrete work

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	5%	47%	47%
Projected Next 24 Mo.	11%	32%	58%

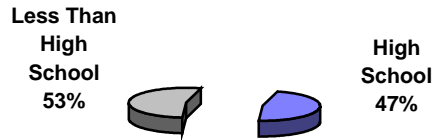
Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

Employers Sources of Filled Openings During Past Year

Total Employees Hired:	790
New Permanent Positions:	56
Temporary Positions:	638
Promotions:	37
Separations:	59

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. Acceptable training includes ROP classes, fieldwork, and trade school experience. **Almost all** employers require prior work experience.

Computer Skills

Few employers seek applicants with skills in word processing and **some** employers seek skills in spreadsheet applications.

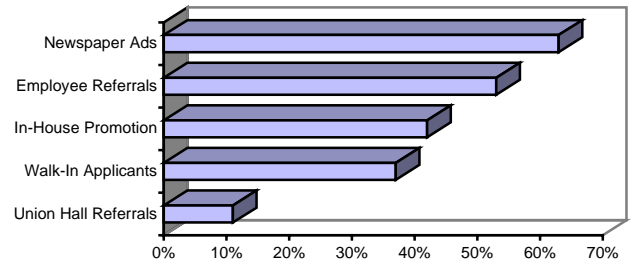
Career Advancement Skills

English communication skills, math skills, leadership, electrical, drywall and painting skills, ability to read blueprints, decision making skills, people management skills, drivers license, ability to understand and follow directions, advanced carpentry skills, knowledge of the trade, customer service, productivity with quality and good attitude were mentioned by the employers as important for career advancement.

New Skills

Math skills, in particular algebra, and good knowledge of tools were reported by the employers.

RECRUITMENT METHODS



Training Providers

- Central County Regional Occupational Program
- Fullerton Community College
- Timberline Construction Education Center
- **Programs Offered:** Carpentry

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

COMPUTER ENGINEERS

17 Firms Surveyed with 1,098 Employees in Occupation. OES Code: 221270

DESCRIPTION

Computer Engineers analyze data processing requirements to plan electronic data processing (EDP) systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modifications of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

Alternate Job Titles: Manager of Technical Engineering, Systems Analyst Programmer, Software Development Engineer, Software Engineer, Program Analyst, Programming Engineers, Programmers, and Computer Programmer.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.50 - \$14.38	\$11.59
New Hires, Experienced:	\$12.79 - \$35.96	\$20.14
3+ Yrs. Experience with Firm:	\$19.18 - \$47.95	\$28.77

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	53% / 0 %	47% / 0 %	None	0 % / 12%
Dental Insurance	47% / 0 %	47% / 0 %	None	6% / 12%
Vision Plan	41% / 0 %	41% / 0 %	None	18% / 12%
Life Insurance	41% / 0 %	24% / 0 %	None	35% / 12%
Sick Leave	88% / 0 %	12% / 0 %	None	0 % / 12%
Vacation	82% / 0%	18% / 0 %	None	0 % / 12%
Retirement Plan	24% / 0 %	53% / 0 %	6% / 0 %	18% / 12%
Child Care	12% / 0 %	None	None	88% / 12%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 43 hours per week, 1% work part-time averaging 20 hours per week, and 1% are seasonal employees.
- ❑ 23% of the employees are female, and 77% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,870 – 4,160)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 210

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
3571	Electronic computers
7371	Computer programming services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	24%	76%
Projected Next 24 Mo.	0 %	41%	59%

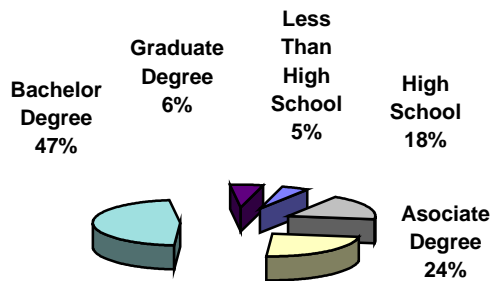
Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

Employers Sources of Filled Openings During Past Year

Total Employees Hired:	378
New Permanent Positions:	161
Temporary Positions:	5
Promotions:	45
Separations:	167

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Few employers accept training as a substitute for experience. **Most** employers require prior work experience.

Computer Skills

Most employers surveyed reported that computer skills were required for employment.

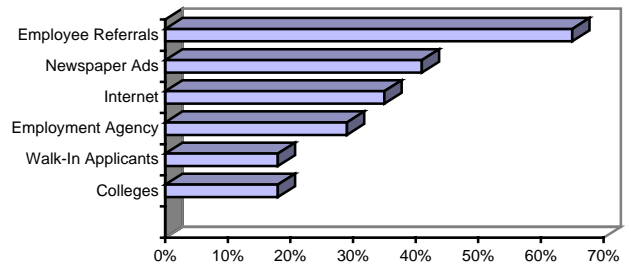
Career Advancement Skills

Technical knowledge, leadership and people skills, management and organizational skills, experience in business, communication skills, and reliability were mentioned by the employers as important for career advancement.

New Skills

E-commerce solutions and internet skills, time management and team interaction, good interpersonal and communication skills, and Y2K conversions were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- University of California Extension, Irvine
- Hi Tek Solutions
- Infotec Commercial Systems (Clauzet Center)
- **Programs Offered:** Computer Engineering, Business Systems Networking and Telecommunications, Computer and Information Sciences

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

COMPUTER PROGRAMMERS, INCLUDING AIDES

16 Firms Surveyed with 508 Employees in Occupation. OES Code: 251051

DESCRIPTION

Computer Programmers, including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Alternate Job Titles: Programmer Analyst, Software Engineers, Computer Engineer, Programmer, Technician, Program Developer, Technical Assistant, and Test Engineers.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.55 - \$21.58	\$11.51
New Hires, Experienced:	\$9.59 - \$31.16	\$19.18
3+ Yrs. Experience with Firm:	\$16.30 - \$47.95	\$25.97

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	50% / 13%	31% / 0 %	6% / 6%	0 % / 13%
Dental Insurance	38% / 0 %	25% / 0 %	6% / 0 %	19% / 31%
Vision Plan	31% / 6%	31% / 0 %	6% / 6%	19% / 19%
Life Insurance	38% / 0 %	25% / 6%	None	25% / 25%
Sick Leave	69% / 6%	19% / 0 %	None	0 % / 25%
Vacation	75% / 6%	13% / 0 %	None	0 % / 25%
Retirement Plan	25% / 0 %	44% / 6%	None	19% / 25%
Child Care	None	None	None	88% / 31%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 53 hours per week and 2% work part-time averaging 30 hours per week.
- ❑ 24% of the employees are female, and 76% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (4,930 – 5,700)
Growth Rate: Faster Than Average
Openings Due to Separations: 1,030

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
5734	Computer & software stores
7371	Computer programming services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	50%	50%
Projected Next 24 Mo.	6%	31%	63%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

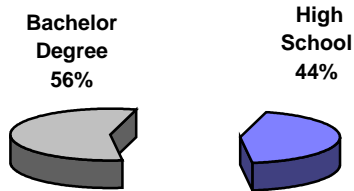
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	189
New Permanent Positions:	32
Temporary Positions:	6
Promotions:	85
Separations:	66

COMPUTER PROGRAMMERS, INCLUDING AIDES

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employers accept training as a substitute for experience. **Many** employers require prior work experience.

Computer Skills

Most employers surveyed reported that computer skills were required for employment.

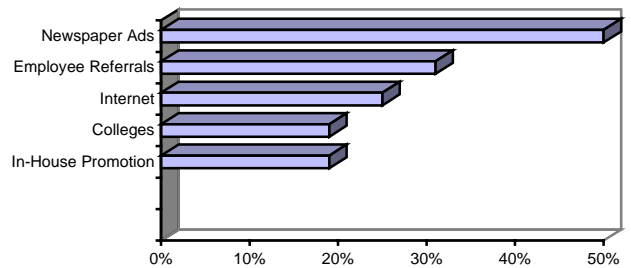
Career Advancement Skills

Technical skills, experience, good communication skills and teamwork, being self-directed and self-motivated, good verbal and writing skills, high output, knowledge of products, and software design and development were mentioned by the employers as important for career advancement.

New Skills

Knowledge of Lotus Notes, and keeping current on new software developments were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Soft-Train Inc.
- New Horizons Computer Learning Center Inc.
- California State University, Fullerton, Extended Education
- **Programs Offered:** Computer Programming, Computer and Information Sciences

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

COUNTER AND RENTAL CLERKS

17 Firms Surveyed with 236 Employees in Occupation. OES Code: 490170

DESCRIPTION

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

Alternate Job Titles: Service Advisors, Route Sales, Rental Agents, Customer Service Representative, Receptionist, Counter Clerks, Laundry Person, Cashier, Counter Person, and Front Counter Attendant.

WAGES & FRINGE BENEFITS

Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$9.72	\$6.75
New Hires, Experienced:	\$5.75 - \$14.38	\$8.00
3+ Yrs. Experience with Firm:	\$6.50 - \$15.62	\$9.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	24% / 0 %	35% / 0 %	0 % / 6%	12% / 53%
Dental Insurance	12% / 0 %	29% / 0 %	None	29% / 59%
Vision Plan	6% / 0 %	18% / 0 %	None	47% / 59%
Life Insurance	6% / 0 %	24% / 0 %	12% / 6%	29% / 53%
Sick Leave	29% / 6%	12% / 6%	6% / 0 %	24% / 47%
Vacation	41% / 6%	18% / 6%	None	12% / 47%
Retirement Plan	12% / 0 %	24% / 12%	6% / 0 %	29% / 47%
Child Care	None	6% / 6%	None	65% / 53%
Other	None	None	None	6% / 12%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- 94% of the employers represented in this survey are non-union and 6% are union.
- 83% of the employees work full-time averaging 40 hours per week and 17% work part-time averaging 24 hours per week.
- 32% of the employees are female, and 68% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,910 – 3,610)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 720

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
7212	Garment pressing & cleaners' agents
7514	Passenger car rentals
7841	Video tape rental

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	53%	47%
Projected Next 24 Mo.	0 %	41%	59%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

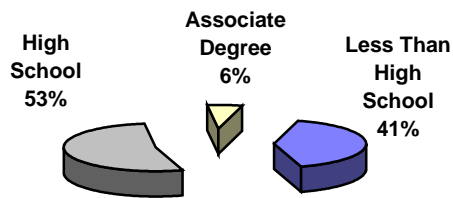
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	133
New Permanent Positions:	27
Temporary Positions:	7
Promotions:	35
Separations:	64

COUNTER AND RENTAL CLERKS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Few** employers require prior work experience.

Computer Skills

Few employers surveyed reported that computer skills were required for employment.

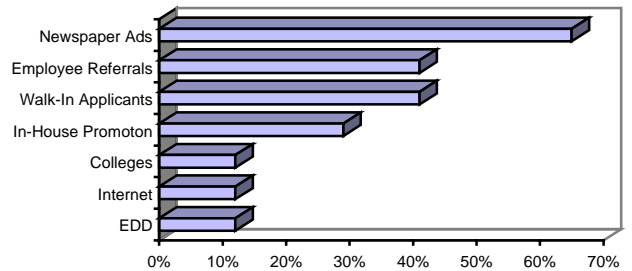
Career Advancement Skills

Good communication and people skills, knowledge of the company, good customer service skills, attention to detail, multitasking skills, honesty, punctuality, positive attitude and a willingness to learn were mentioned by the employers as important for career advancement.

New Skills

Good listening and people skills, reading ability, simple math skills, and computer literacy were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Central County Regional Occupational Program
- North Orange County Regional Occupational Program
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

ELEMENTARY SCHOOL TEACHERS

16 Firms Surveyed with 3,234 Employees in Occupation. OES Code: 313050

DESCRIPTION

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

Alternate Job Titles: Teacher, Classroom Teacher, Montessori Director, and Instructors.

WAGES & FRINGE BENEFITS

Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$13.37 - \$18.54	\$15.21
New Hires, Experienced:	\$8.00 - \$24.66	\$14.90
3+ Yrs. Experience with Firm:	\$10.07 - \$29.70	\$18.11

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	63% / 13%	25% / 13%	None	6% / 44%
Dental Insurance	63% / 13%	19% / 13%	None	13% / 44%
Vision Plan	56% / 13%	19% / 13%	None	19% / 44%
Life Insurance	56% / 6%	13% / 13%	None	25% / 50%
Sick Leave	81% / 25%	6% / 6%	None	6% / 38%
Vacation	25% / 6%	None	None	69% / 63%
Retirement Plan	38% / 6%	31% / 31%	None	25% / 31%
Child Care	6% / 0 %	6% / 0 %	None	81% / 69%
Other	6% / 0 %	None	None	6% / 6%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 63% of the employers represented in this survey are non-union and 38% are union.
- ❑ 90% of the employees work full-time averaging 38 hours per week, and 10% work part-time averaging 19 hours per week.
- ❑ 81% of the employees are female, and 19% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (10,420 – 11,920)
Growth Rate: Faster Than Average
Openings Due to Separations: 1,480

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8211	Elementary & secondary schools

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	44%	56%
Projected Next 24 Mo.	0 %	56%	44%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

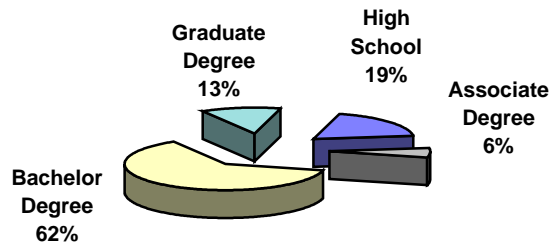
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	452
New Permanent Positions:	162
Temporary Positions:	122
Promotions:	26
Separations:	142

ELEMENTARY SCHOOL TEACHERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employers accept training as a substitute for experience. **Many** employers require prior work experience.

Computer Skills

All employers surveyed reported that computer word processing skills were required for employment.

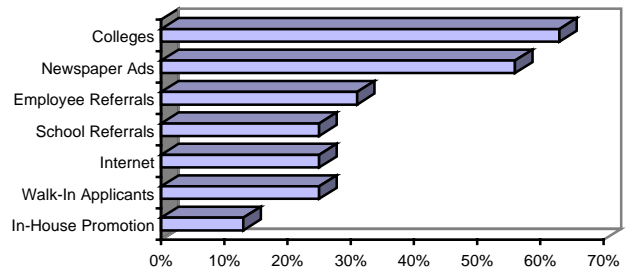
Career Advancement Skills

Continued education, administrative credential, leadership training, and good teaching skills were mentioned by the employers as important for career advancement.

New Skills

Computer literacy, record keeping, and being up to date with new programs were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- National University
- California State University, Fullerton
- University of California, Irvine
- **Programs Offered:** Elementary Teacher Education

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

ENGINEERING, MATHEMATICAL, NATURAL SCIENCE MANAGERS

17 Firms Surveyed with 1,029 Employees in Occupation. OES Code: 130170

DESCRIPTION

Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientist is required.

Alternate Job Titles: Software Engineer Manager 1 & 2, Project Manager, Management Director, Engineers, Teamleads, Senior Engineer, Product / Quality Engineering, Director of Engineering, Electrical Engineer Manager, and Mechanical Engineer Manager.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	<i>Range</i>	<i>Median</i>
New Hires, Inexperienced:	\$11.99 - \$14.38	\$13.19
New Hires, Experienced:	\$11.99 - \$38.36	\$21.58
3+ Yrs. Experience with Firm:	\$16.78 - \$47.95	\$33.56

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	47% / 0 %	53% / 6%	0 % / 6%	0 % / 6%
Dental Insurance	41% / 0 %	53% / 6%	0 % / 6%	6% / 6%
Vision Plan	18% / 0 %	41% / 6%	12% / 6%	29% / 6%
Life Insurance	35% / 6%	18% / 0 %	6% / 6%	41% / 6%
Sick Leave	100% / 6%	None	None	0 % / 12%
Vacation	100% / 6%	None	None	0 % / 12%
Retirement Plan	41% / 0 %	29% / 0 %	None	29% / 18%
Child Care	12% / 0 %	None	6% / 0 %	82% / 18%
Other	6% / 0 %	None	None	12% / 0 %

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 46 hours per week and 1% work part-time averaging 25 hours per week.
- ❑ 28% of the employees are female, and 72% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (5,140 – 6,210)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 800

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8711	Engineering services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	47%	47%
Projected Next 24 Mo.	0 %	41%	59%

Employers report it is **very difficult** to find fully experienced and qualified applicants. However, it is **not difficult** to find inexperienced applicants.

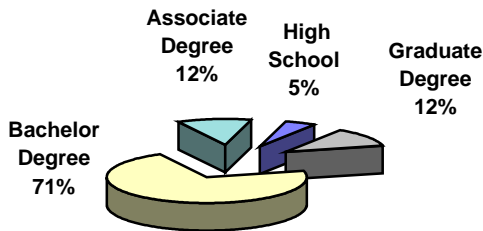
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	231
New Permanent Positions:	68
Temporary Positions:	3
Promotions:	86
Separations:	74

ENGINEERING, MATHEMATICAL, NATURAL SCIENCE MANAGERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Few employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

Computer Skills

Many employers surveyed reported that computer skills were required for employment.

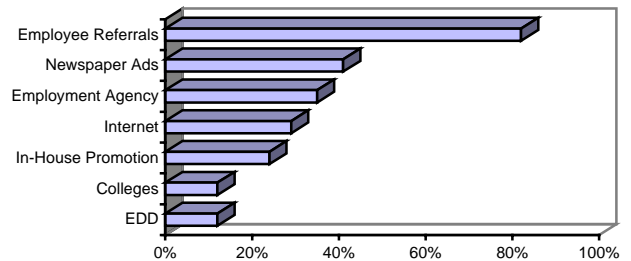
Career Advancement Skills

Technical skills, management and leadership skills, good communication and problem solving skills, have a track record of proven success, hands on experience, industry knowledge, continuing education, and continuing to excel in the field were mentioned by the employers as important for career advancement.

New Skills

Analog design experience, RS design experience, and knowledge of different operating environments were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- College of Automotive Management
- California State University, Fullerton
- Soft – Train, Incorporated
- **Programs Offered:** Engineering / Industrial Management

For additional Training Providers or details for the providers listed, contact the providers or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

FIBER OPTICS TECHNICIANS

15 Firms Surveyed with 268 Employees in Occupation. Non-OES Code: 023061999

DESCRIPTION

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair the system.

Alternate Job Titles: Technician, Senior Technician, Communications Technician, Fiber Optic Tech, Senior Tech, Fiber Optics Splicer, Fiber Optic's Tester, Senior Electrician, and Telephone Technician.

WAGES & FRINGE BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.00 - \$14.00	\$11.00
New Hires, Experienced:	\$8.00 - \$19.18	\$13.42
3+ Yrs. Experience with Firm:	\$9.00 - \$28.77	\$18.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	13% / 0 %	73% / 0 %	None	13% / 20%
Dental Insurance	7% / 0 %	47% / 0 %	None	47% / 20%
Vision Plan	None	40% / 0 %	None	60% / 20%
Life Insurance	13% / 0 %	13% / 0 %	None	73% / 20%
Sick Leave	53% / 0 %	7% / 0 %	None	40% / 20%
Vacation	67% / 7%	7% / 0 %	None	27% / 13%
Retirement Plan	13% / 0 %	27% / 0 %	None	60% / 20%
Child Care	None	None	None	100% / 20%
Other	7% / 0 %	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 87% of the employers represented in this survey are non-union, and 13% are union.
- ❑ 97% of the employees work full-time averaging 46 hours per week, and 3% work part-time averaging 23 hours per week.
- ❑ 13% of the employees are female, and 87% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Not Available
Growth Rate: Not Available
Openings Due to Separations: Not Available

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
1731	Electrical work
4813	Telephone communications,exc-radio

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	47%	53%
Projected Next 24 Mo.	0 %	27%	73%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

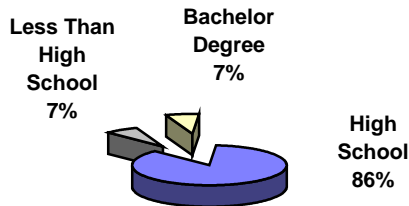
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	126
New Permanent Positions:	39
Temporary Positions:	2
Promotions:	33
Separations:	52

FIBER OPTICS TECHNICIANS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. Acceptable training includes phone systems, data communication, computer network and cabling. **Many** employers require prior work experience.

Computer Skills

Most employers surveyed reported that word processing skills were required for employment, and **some** reported that database skills were important.

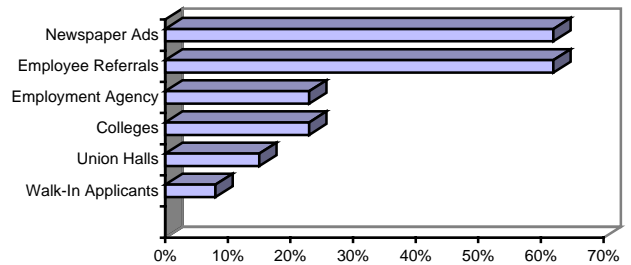
Career Advancement Skills

Fiber optic skills, mathematical skills, good communication and customer service skills, reliability, commitment, ability to learn, good work ethic, and character/honesty were mentioned by the employers as important for career advancement.

New Skills

Designing skills, fiber optics, networking knowledge, and the ability to splice and pull wire were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Coastline Regional Occupational Program
- Irvine Valley College
- Saddleback College
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

FINANCIAL MANAGERS

16 Firms Surveyed with 112 Employees in Occupation. OES Code: 130020

DESCRIPTION

Financial Managers plan, organize, direct control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Alternate Job Titles: Accounting Manager, Controller, Assistant Controller, Chief Financial Officer, Loan Officer, Financial Planning Manager, Financial Planner and Director of Financial Reporting.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$6.97	\$6.36
New Hires, Experienced:	\$10.00 - \$38.36	\$18.31
3+ Yrs. Experience with Firm:	\$13.42 - \$43.15	\$24.86

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	25% / 0 %	63% / 0 %	None	13% / 0 %
Dental Insurance	25% / 0 %	63% / 0 %	None	13% / 0 %
Vision Plan	19% / 0 %	38% / 0 %	None	44% / 0 %
Life Insurance	50% / 0 %	38% / 0 %	None	13% / 0 %
Sick Leave	81% / 0 %	6% / 0 %	None	13% / 0 %
Vacation	88% / 0 %	6% / 0 %	None	6% / 0 %
Retirement Plan	44% / 0 %	38% / 0 %	6% / 0 %	13% / 0 %
Child Care	19% / 0 %	None	6% / 0 %	75% / 0 %
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 100% of the employees work full-time averaging 50 hours per week.
- ❑ 43% of the employees are female, and 57% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (9,940 – 11,610)
Growth Rate: Faster Than Average
Openings Due to Separations: 1,360

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8011	Offices & clinics of medical doctors
6531	Real estate agents & managers

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	75%	19%
Projected Next 24 Mo.	6%	56%	38%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants.

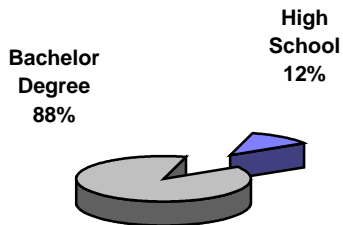
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	65
New Permanent Positions:	25
Temporary Positions:	0
Promotions:	6
Separations:	34

FINANCIAL MANAGERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

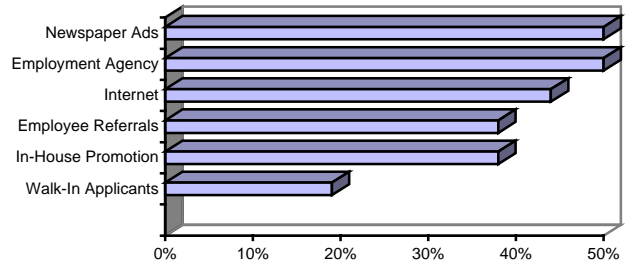
Career Advancement Skills

Ongoing education to update skills, good management and leadership skills, obtaining a Bachelor's Degree, strong technical skills, good attitude, and computer knowledge were mentioned by the employers as important for career advancement.

New Skills

Continuing education, computer skills, e-commerce solutions, and interpersonal skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Hope International University
- National University
- Southern California College
- **Programs Offered:** Finance, accounting

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

FIREFIGHTERS

11 Firms Surveyed with 1,395 Employees in Occupation. OES Code: 630080

DESCRIPTION

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of cities, townships, State or federal government.

Alternate Job Titles: Fire Engineer, Paramedics and Captains.

WAGES & FRINGE BENEFITS

Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.50 - \$17.67	\$13.32
New Hires, Experienced:	\$6.50 - \$17.67	\$13.15
3+ Yrs. Experience with Firm:	\$13.17 - \$22.55	\$17.17

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	36% / 0 %	55% / 0 %	None	0 % / 18%
Dental Insurance	36% / 0 %	55% / 0 %	None	0 % / 18%
Vision Plan	36% / 0 %	36% / 0 %	None	18% / 18%
Life Insurance	55% / 0 %	36% / 0 %	None	0 % / 18%
Sick Leave	73% / 0 %	None	9% / 0 %	9% / 18%
Vacation	82% / 0 %	None	9% / 0 %	0 % / 18%
Retirement Plan	64% / 0 %	27% / 0 %	None	0 % / 18%
Child Care	None	None	None	91% / 18%
Other	9% / 9%	None	9% / 0 %	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 82% of the employers represented in this survey are union and 18% are non-union.
- ❑ 61% of the employees work full-time averaging 53 hours per week, 4% work part-time averaging 40 hours per week, and 35% are temporary or on-call employees.
- ❑ 5% of the employees are female, and 95% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,350 – 1,630)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 430

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
9224	Fire protection

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	9%	73%	18%
Projected Next 24 Mo.	0 %	64%	36%

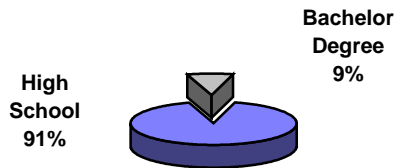
Employers report it is **not difficult** to find fully experienced and qualified applicants. It is also **not difficult** to find inexperienced applicants.

Employers Sources of Filled Openings During Past Year

Total Employees Hired:	76
New Permanent Positions:	28
Temporary Positions:	0
Promotions:	12
Separations:	36

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. However, **many** employers require prior work experience.

Computer Skills

Many employers surveyed reported that computer skills were required for employment.

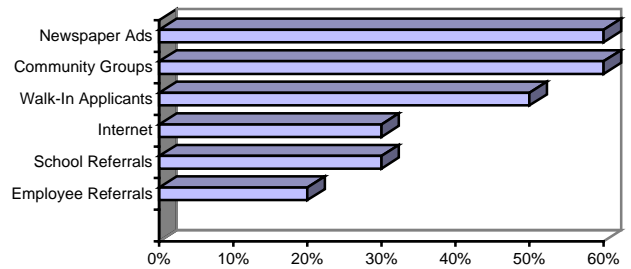
Career Advancement Skills

Leadership and supervisory skills, paramedic performance skills, technical skills, continuing education, rescue training, and wildland fire fighting were mentioned by the employers as important for career advancement.

New Skills

Emergency Medical Technician (EMT) certification, technical skills, college degree, and being skilled with tools and equipment were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Santa Ana College
- North Orange County Regional Occupational Program
- Central County Regional Occupational Program
- **Programs Offered:** Fire Science

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

FOOD PREPARATION AND SERVICE WORKERS

16 Firms Surveyed with 1,590 Employees in Occupation. OES Code: 650410

DESCRIPTION

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

Alternate Job Titles: Chefs, Cook, Crew, Prep Cook, Food Service Workers, Food Server, Food Preparer, Butcher, Baker, Servers, Food Runner, and Cashier-Counter Service-Cooks.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$6.00	\$5.75
New Hires, Experienced:	\$5.75 - \$10.00	\$7.00
3+ Yrs. Experience with Firm:	\$5.75 - \$17.50	\$7.38

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	13% / 6%	25% / 6%	None	44% / 44%
Dental Insurance	6% / 6%	19% / 6%	None	56% / 44%
Vision Plan	6% / 6%	13% / 6%	None	63% / 44%
Life Insurance	6% / 6%	19% / 6%	None	56% / 44%
Sick Leave	38% / 6%	None	None	44% / 50%
Vacation	56% / 13%	None	None	25% / 44%
Retirement Plan	13% / 0 %	6% / 6%	None	63% / 50%
Child Care	None	None	None	81% / 56%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 15% of the employees work full-time averaging 39 hours per week, 19% work part-time averaging 26 hours per week, and 65% are seasonal employees.
- ☐ 37% of the employees are female, and 63% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (12,790 – 14,120)
Growth Rate: Slower Than Average
Openings Due to Separations: 1,370

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
5812	Eating places

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	56%	44%
Projected Next 24 Mo.	13%	44%	44%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

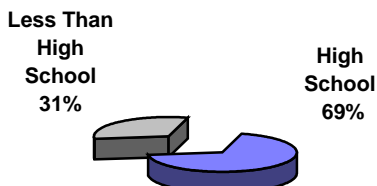
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	584
New Permanent Positions:	65
Temporary Positions:	310
Promotions:	115
Separations:	94

FOOD PREPARATION AND SERVICE WORKERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Many** employers require prior work experience.

Computer Skills

Few employers surveyed reported that computer skills were required for employment.

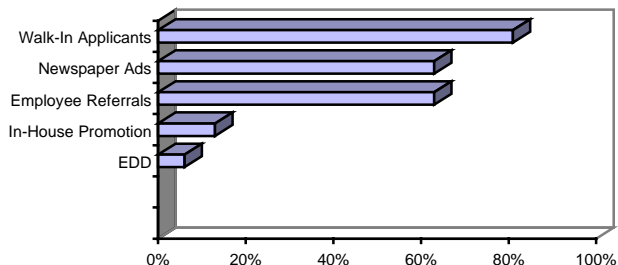
Career Advancement Skills

Customer service and great communication skills, leadership and organizational skills, attention to detail, good attitude, work ethics, and general knowledge of restaurant work were mentioned by the employers as important for career advancement.

New Skills

Computer skills, English skills, and good attitude were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Capistrano Unified School District – Community Education Program
- Fullerton – Wilshire Adult Continuing Education Center
- Yorba Linda Adult Continuing Education Center
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

INSURANCE ADJUSTERS, EXAMINERS, AND INVESTIGATORS

15 Firms Surveyed with 637 Employees in Occupation. OES Code: 533020

DESCRIPTION

Insurance Adjusters, Examiners, and Investigators investigate, analyze, and determine the validity of the amount of the insurance company's liability concerning personal, casualty, or property loss or damages, and effect a settlement with claimants. They correspond with or interview medical specialists, agents, witnesses, or claimants to compile information, calculate benefit payments, and approve payment of claims within a certain monetary limit. Does not include Insurance Sales Agents, Insurance Policy Process Clerks, and Claims Clerks.

Alternate Job Titles: Examiner Auditor, Adjusters & Representatives, Case Manager, Claims Representative, Claims Adjusters, Senior Adjuster, Analyst & Examiners, Field Investigators, Annuities and Underwriters, and Insurance Adjuster.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$15.24	\$13.70
New Hires, Experienced:	\$11.51 - \$23.01	\$17.66
3+ Yrs. Experience with Firm:	\$13.42 - \$30.28	\$21.20

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	13% / 0 %	67% / 13%	None	20% / 13%
Dental Insurance	13% / 0 %	67% / 13%	None	20% / 13%
Vision Plan	20% / 13%	27% / 0 %	7% / 0 %	47% / 13%
Life Insurance	40% / 7%	40% / 7%	None	20% / 13%
Sick Leave	73% / 7%	13% / 7%	None	13% / 13%
Vacation	87% / 13%	7% / 0 %	None	7% / 13%
Retirement Plan	47% / 7%	33% / 7%	None	20% / 13%
Child Care	7% / 0 %	None	None	93% / 27%
Other	None	7% / 7%	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- 100% of the employers represented in this survey are non-union.
- 99% of the employees work full-time averaging 39 hours per week, and 1% work part-time averaging 26 hours per week.
- 52% of the employees are female, and 48% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,580 – 3,080)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 200

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
6331	Fire, marine & casualty insurance
6411	Insurance agents, brokers & service

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	60%	33%
Projected Next 24 Mo.	7%	47%	47%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

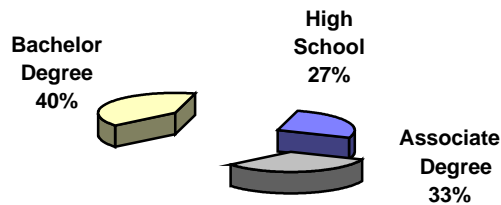
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	118
New Permanent Positions:	25
Temporary Positions:	0
Promotions:	39
Separations:	54

INSURANCE ADJUSTERS, EXAMINERS, AND INVESTIGATORS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employers accept training as a substitute for experience. **Many** employers require prior work experience.

Computer Skills

Almost all employers surveyed reported that word processing skills were required for employment.

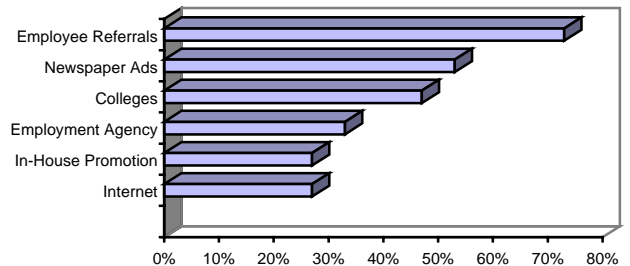
Career Advancement Skills

Customer Service, negotiating skills, oral and written skills, analytical skills, organization skills, adaptable to change, initiative, continuing education, quick thinking, leadership, computer skills, interpersonal skills and multiple language fluency were mentioned by the employers as important for career advancement.

New Skills

Computer skills, legal system background, bilingual, negotiating skills, and interpersonal skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- A. D. Banker & Company
- Central County Regional Occupational Program
- Santa Ana College
- **Programs Offered:** Insurance and Risk Management, Investments and Securities

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

INSURANCE CLAIMS CLERKS

17 Firms Surveyed with 957 Employees in Occupation. OES Code: 533110

DESCRIPTION

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with the insurance carrier.

Alternate Job Titles: Customer Service Receptionists-Claims, Insurance Clerk, Claims Coordinator, Insurance Coordinator, Claims Processor, Claims Associates, Claims Clerical, IP Claims Examiner, Claims Representative, Claims Examiner, Insurance Billing, Office Assistants, Front Desk, Billers, Clerks, and Claims Clerk.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.00 - \$13.42	\$9.03
New Hires, Experienced:	\$6.00 - \$15.00	\$10.00
3+ Yrs. Experience with Firm:	\$8.00 - \$17.00	\$11.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	53% / 0 %	29% / 6%	None	18% / 0 %
Dental Insurance	41% / 0 %	29% / 6%	None	29% / 0 %
Vision Plan	35% / 0 %	18% / 6%	6% / 0 %	41% / 0 %
Life Insurance	53% / 6%	12% / 0 %	12% / 0%	24% / 0 %
Sick Leave	82% / 6%	6% / 0 %	6% / 0 %	6% / 0 %
Vacation	82% / 6%	6% / 0 %	6% / 0 %	6% / 0 %
Retirement Plan	41% / 0 %	29% / 6%	6% / 0 %	24% / 0 %
Child Care	6% / 0 %	12% / 0 %	None	82% / 6%
Other	None	None	None	24% / 0 %

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 99% of the employees work full-time averaging 40 hours per week, 1% work part-time averaging 22 hours per week.
- ❑ 73% of the employees are female, and 27% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,000 – 1,110)
Growth Rate: Slower Than Average
Openings Due to Separations: 70

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
6324	Hospital & medical service plans
6411	Insurance agents, brokers & service

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	59%	35%
Projected Next 24 Mo.	6%	76%	18%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

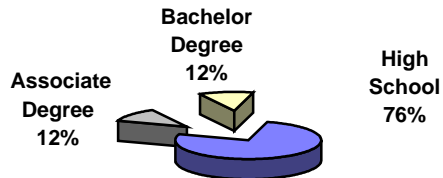
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	153
New Permanent Positions:	53
Temporary Positions:	5
Promotions:	44
Separations:	51

INSURANCE CLAIMS CLERKS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Most** employers require prior work experience.

Computer Skills

Many employers seek applicants with skills in word processing, and **some** seek applicants with knowledge of spreadsheet applications. **Some** employers seek applicants with database skills, and **few** seek applicants with desktop publishing skills.

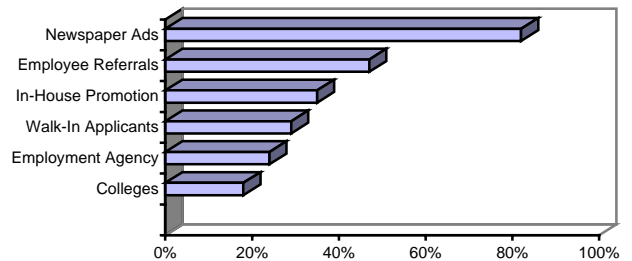
Career Advancement Skills

Good customer service, knowledge of the position, good communication skills, leadership skills, results oriented, detail oriented, experience, dependability, accuracy and efficiency, excellent written skills, and continued education were mentioned by the employers as important for career advancement.

New Skills

Good vocabulary, learning a new coding system, basic computer skills, and being bilingual (English/Spanish) were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Central County Regional Occupational Program
- Larson Training Centers
- North Orange County Regional Occupational Program
- **Programs Offered:** General Office / Clerical and Typing Services

For additional Training Providers or details for the providers listed, contact the providers or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

LANDSCAPING AND GROUNDSKEEPING LABORERS

15 Firms Surveyed with 3,839 Employees in Occupation. OES Code: 790410

DESCRIPTION

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work at a nursery facility or at a customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

Alternate Job Titles: Landscape Laborer, Groundskeepers, Landscaper, General Laborer, Gardeners, Landscaping Crew, and Laborer.

WAGES & FRINGE BENEFITS

Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$7.00	\$5.88
New Hires, Experienced:	\$6.00 - \$11.99	\$7.50
3+ Yrs. Experience with Firm:	\$7.00 - \$15.00	\$9.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	20% / 0 %	33% / 0 %	7% / 0 %	33% / 20%
Dental Insurance	13% / 0 %	27% / 0 %	13% / 0 %	40% / 20%
Vision Plan	13% / 0 %	27% / 0 %	None	53% / 20%
Life Insurance	20% / 0 %	7% / 0 %	None	67% / 20%
Sick Leave	53% / 0 %	13% / 0 %	None	27% / 20%
Vacation	67% / 0 %	7% / 0 %	None	20% / 20%
Retirement Plan	20% / 0 %	40% / 0 %	None	33% / 20%
Child Care	None	None	None	93% / 20%
Other	None	None	None	0 % / 7%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 87% of the employers represented in this survey are non-union and 13% are union.
- ❑ 73% of the employees work full-time averaging 40 hours per week, and 13% work part-time averaging 40 hours per week. 7% are temporary or on-call employees, and 7% are seasonal.
- ❑ 4% of the employees are female, and 96% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (10,880 – 13,010)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 520

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
782	Lawn & garden services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	27%	73%
Projected Next 24 Mo.	13%	27%	60%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants.

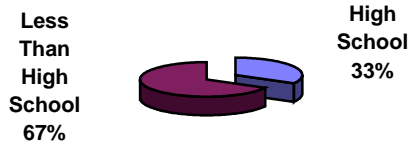
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	1,661
New Permanent Positions:	195
Temporary Positions:	40
Promotions:	396
Separations:	1,030

LANDSCAPING AND GROUNDSKEEPING LABORERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. However, **many** employers require prior work experience.

Computer Skills

None of the employers surveyed reported that computer software skills were required for employment.

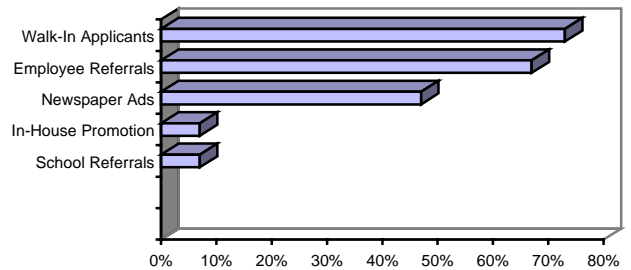
Career Advancement Skills

Good communication skills, English speaking, professionalism, trade knowledge, knowledge of plant industry, learning ability, honesty, good judgement, having a drivers' license, knowledge of landscaping procedures, math skills, and a technical background in irrigation were mentioned by the employers as important for career advancement.

New Skills

Good communication skills and staying informed about pertinent State regulations were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Capistrano – Laguna Beach Regional Occupational Program
- Fullerton Community College
- Santa Ana College
- **Programs Offered:** Landscape Operations & Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

LODGING MANAGERS

15 Firms Surveyed with 1,682 Employees in Occupation. OES Code: 150262

DESCRIPTION

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

Alternate Job Titles: General Manager, Assistant General Manager, Leasing Manager, Resident Manager, Assistant Manager, Supervisors, Front Desk Manager, and Front Office Manager.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.00 - \$12.00	\$9.97
New Hires, Experienced:	\$8.00 - \$21.31	\$13.42
3+ Yrs. Experience with Firm:	\$9.00 - \$27.70	\$16.30

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 0 %	60% / 0 %	None	7% / 27%
Dental Insurance	33% / 0 %	53% / 0 %	None	13% / 27%
Vision Plan	33% / 0 %	40% / 0 %	None	27% / 27%
Life Insurance	40% / 0 %	13% / 0 %	7% / 0 %	40% / 27%
Sick Leave	87% / 0 %	7% / 0 %	None	7% / 27%
Vacation	93% / 0 %	7% / 0 %	None	0 % / 27%
Retirement Plan	13% / 0 %	33% / 0 %	7% / 0 %	47% / 27%
Child Care	None	None	7% / 0 %	93% / 27%
Other	7% / 7%	7% / 0 %	None	7% / 7%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 63% of the employees work full-time averaging 38 hours per week, 35% work part-time averaging 28 hours per week, and 2% are temporary/on-call.
- ☐ 50% of the employees are female, and 50% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (4,010 – 4,710)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 610

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
5812	Eating places
7011	Hotels & motels

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	67%	33%
Projected Next 24 Mo.	7%	67%	27%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

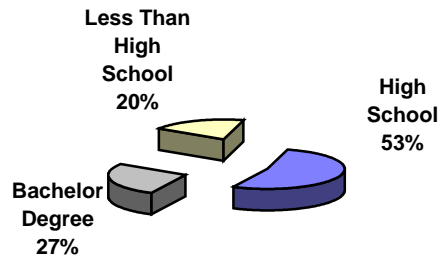
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	63
New Permanent Positions:	13
Temporary Positions:	0
Promotions:	31
Separations:	19

LODGING MANAGERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. **Most** employers require prior work experience.

Computer Skills

Almost all employers surveyed reported that word processing skills were required for employment, and **some** reported that spreadsheet, database and desktop publishing skills were important.

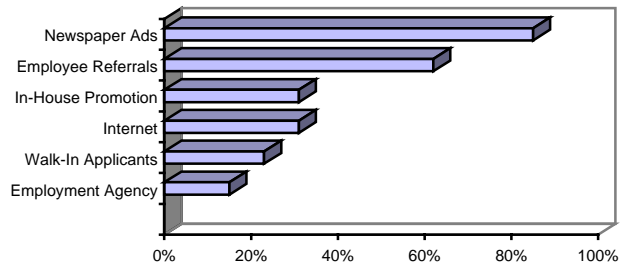
Career Advancement Skills

Good customer service, good people skills, attention to detail, business classes, problem solving skills, guest relations, superior performance, financial skills, leadership, and knowledge of the business were mentioned by the employers as important for career advancement.

New Skills

Internet skills, marketing skills, conflict resolution, time management skills, and accounting were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Orange Coast College
- Cypress College – Adult Education Center
- Ila Polytechnic Institute
- **Programs Offered:** Hotel / Motel and Restaurant Management, Hospitality Services Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

MEDICAL ASSISTANTS

15 Firms Surveyed with 506 Employees in Occupation. OES Code: 660050

DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of the physician, handing instruments and materials to the physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Alternate Job Titles: Clinic Assistants, Nurse, Medical Receptionist, Front Office Personnel, Back Office Medical Assistant.

WAGES & FRINGE BENEFITS

Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$7.50	\$7.00
New Hires, Experienced:	\$6.75 - \$13.00	\$10.00
3+ Yrs. Experience with Firm:	\$8.00 - \$15.00	\$11.51

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 13%	27% / 7%	None	40% / 20%
Dental Insurance	20% / 7%	27% / 13%	None	53% / 20%
Vision Plan	27% / 13%	20% / 7%	None	53% / 20%
Life Insurance	20% / 0 %	13% / 13%	13% / 0 %	53% / 27%
Sick Leave	67% / 13%	13% / 7%	None	20% / 20%
Vacation	80% / 20%	13% / 7%	None	7% / 13%
Retirement Plan	40% / 13%	33% / 13%	None	27% / 13%
Child Care	None	None	None	100% / 40%
Other	7% / 0%	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 93% of the employers represented in this survey are non-union and 7% are union.
- ❑ 52% of the employees work full-time, averaging 40 hours per week, 44% work part-time averaging 20 hours per week, and 4% are temporary or on-call employees.
- ❑ 93% of the employees are female and 7% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,564-3,370)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 410

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8011	Offices & clinics of medical doctors

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	67%	33%
Projected Next 24 Mo.	0 %	67%	33%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants.

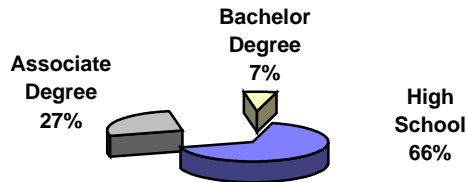
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	70
New Permanent Positions:	9
Temporary Positions:	5
Promotions:	10
Separations:	46

MEDICAL ASSISTANTS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. **Most** employers require prior work experience.

Computer Skills

Most employers seek applicants with skills in word processing and **some** seek applicants with knowledge of spreadsheet applications.

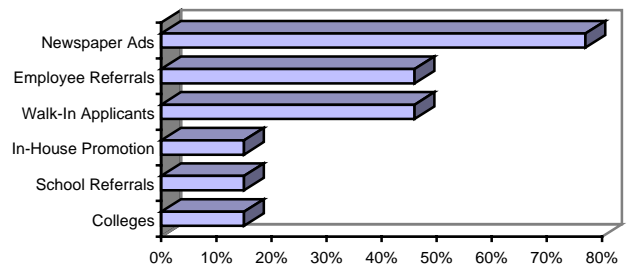
Career Advancement Skills

The ability to communicate clearly, being organized, familiarity with insurance, knowledge of HMO's, customer service skills, good people skills, accuracy and courtesy, knowledge of medical field, hard working, venipuncture skills, and strong clinical skills were mentioned by the employers as important for career advancement.

New Skills

Administering oral medication and injections, paper work, computer skills, medical office procedures, learning a new coding system, clinical skills and more education were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Coastline Regional Occupational Program
- Goldenwest College
- Medical Institute
- **Programs Offered:** Medical Office Management, Medical Assistant

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

NUMERICAL-CONTROL, MACHINE-TOOL OPERATORS AND TENDERS

15 Firms Surveyed with 252 Employees in Occupation. OES Code: 915020

DESCRIPTION

Numerical-Control, Machine-Tool Operators And Tenders set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutter machine parts to specification when automatic programming is faulty or if machine malfunctions.

Alternate Job Titles: CC Machine Operator, Numerical Control Drill Operators, CNC/EDM Programmer/Operator, Machine Tool Operator, CNC Machinists, Experimental Machinist, Operators, Machinist, and CNC Operator.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.50 – \$14.00	\$9.23
New Hires, Experienced:	\$6.14 – \$18.00	\$10.00
3+ Yrs. Experience with Firm:	\$10.50 - \$22.60	\$15.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 0 %	47% / 0 %	None	20% / 13%
Dental Insurance	13% / 0 %	33% / 0 %	7% / 0 %	47% / 13%
Vision Plan	13% / 0 %	20% / 0 %	7% / 0 %	60% / 13%
Life Insurance	33% / 0 %	20% / 0 %	None	47% / 13%
Sick Leave	47% / 0 %	None	None	53% / 13%
Vacation	87% / 0 %	None	None	13% / 13%
Retirement Plan	20% / 0 %	40% / 0 %	None	40% / 13%
Child Care	7% / 0 %	None	None	93% / 13%
Other	None	None	None	7% / 7%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- 100% of the employers represented in this survey are non-union.
- 99% of the employees work full-time averaging 44 hours per week and 1% work part-time averaging 32 hours per week.
- 8% of the employees are female, and 92% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,110 – 1,600)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 140

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
3599	Industrial machinery
3672	Printed circuit boards

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	47%	47%
Projected Next 24 Mo.	13%	40%	47%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

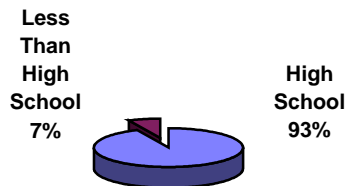
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	84
New Permanent Positions:	29
Temporary Positions:	0
Promotions:	2
Separations:	53

NUMERICAL-CONTROL, MACHINE-TOOL OPERATORS AND TENDERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employer's accept training as a substitute for experience. **Most** employers require prior work experience.

Computer Skills

None of the employers surveyed reported that computer skills were required for employment.

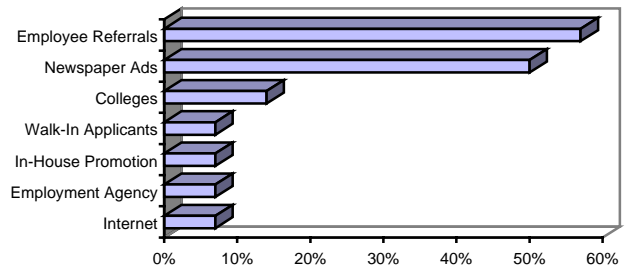
Career Advancement Skills

Dedication, good people skills, machine knowledge, practical knowledge of mastercam and autocad, leadership, supervisory skills, technical skills, good with electronics, trigonometry, programming, trouble shooting, reliability, willing to learn and adapt, willing to advance, and doing the job right were mentioned by the employers as important for career advancement.

New Skills

Good English verbal and writing skills, ability to operate CNC machine, and good mechanical skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Santa Ana College
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

OCCUPATIONAL THERAPISTS

15 Firms Surveyed with 185 Employees in Occupation. OES Code: 323050

DESCRIPTION

Occupational Therapists plan, organize, and participate in medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.

Alternate Job Titles: Registered Occupational Therapist and Clinical Occupational Therapist.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$21.05 - \$22.00	\$21.44
New Hires, Experienced:	\$20.00 - \$28.77	\$23.01
3+ Yrs. Experience with Firm:	\$22.00 - \$33.56	\$25.21

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	27% / 0 %	60% / 27%	None	7% / 40%
Dental Insurance	27% / 0 %	53% / 20%	7% / 7%	7% / 40%
Vision Plan	33% / 0 %	47% / 27%	7% / 7%	7% / 33%
Life Insurance	33% / 0 %	27% / 20%	13% / 7%	20% / 40%
Sick Leave	67% / 20%	13% / 7%	None	13% / 40%
Vacation	67% / 20%	13% / 7%	None	13% / 40%
Retirement Plan	7% / 0 %	60% / 27%	7% / 0 %	20% / 40%
Child Care	None	None	13% / 7%	80% / 60%
Other	None	7% / 7%	None	7% / 0 %

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 54% of the employees work full-time averaging 39 hours per week, 19% work part-time averaging 22 hours per week, and 27% are temporary or on-call employees.
- ❑ 75% of the employees are female, and 25% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (420 – 590)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 60

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
8049	Offices of health practitioners
8062	General medical & surgical hospitals

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	20%	47%	33%
Projected Next 24 Mo.	7%	47%	47%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

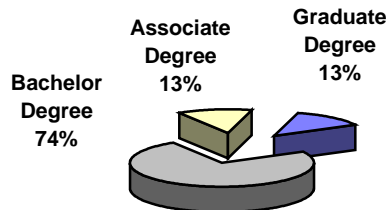
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	67
New Permanent Positions:	18
Temporary Positions:	7
Promotions:	13
Separations:	29

OCCUPATIONAL THERAPISTS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. **Most** employers require prior work experience.

Computer Skills

Many employers surveyed reported that computer skills were required for employment.

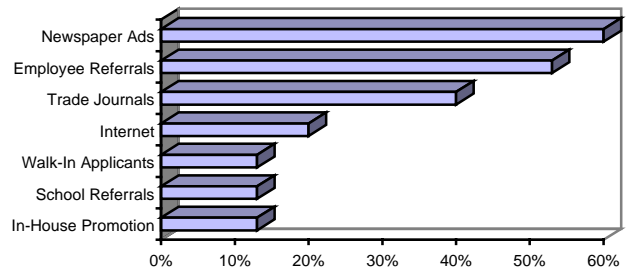
Career Advancement Skills

Good management and people skills, teaching skills, enthusiasm and team building skills, leadership and clinical skills, flexibility and productivity, continuing education, and supervisory skills were mentioned by the employers as important for career advancement.

New Skills

Understanding regulatory issues, learning new therapy techniques, and being well organized were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Saddleback College
- **Programs Offered:** Occupational Therapy

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

PEST CONTROLLERS AND PEST CONTROL ASSISTANTS

16 Firms Surveyed with 176 Employees in Occupation. OES Code: 670080

DESCRIPTION

Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gases and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.

Alternate Job Titles: Sales/Service Technician, Pest or Termite Control Technician, Pest Control Tech, Licensed Fumigator, Crewmen, and Exterminator.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.00 - \$11.51	\$7.75
New Hires, Experienced:	\$7.00 - \$18.75	\$10.00
3+ Yrs. Experience with Firm:	\$7.00 - \$21.88	\$14.69

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	31% / 0 %	38% / 0 %	None	31% / 6%
Dental Insurance	None	19% / 0 %	6% / 0 %	75% / 6%
Vision Plan	6% / 0 %	13% / 0 %	6% / 0 %	75% / 6%
Life Insurance	6% / 0 %	13% / 0 %	None	81% / 6%
Sick Leave	50% / 0 %	6% / 0 %	None	44% / 6%
Vacation	88% / 0 %	6% / 0 %	None	6% / 6%
Retirement Plan	None	19% / 0 %	None	81% / 6%
Child Care	None	None	None	100% / 6%
Other	None	6% / 0 %	None	0 % / 6%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 99% of the employees work full-time averaging 43 hours per week and 1% work part-time averaging 20 hours per week.
- ☐ 10% of the employees are female, and 90% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (530 - 600)
Growth Rate: Slower Than Average
Openings Due to Separations: 80

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
7342	Disinfecting & pest control services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	38%	63%
Projected Next 24 Mo.	0 %	38%	63%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

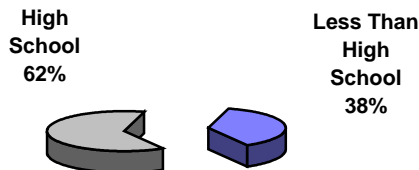
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	52
New Permanent Positions:	19
Temporary Positions:	0
Promotions:	8
Separations:	25

PEST CONTROLLERS AND PEST CONTROL ASSISTANTS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. **Some** employers require prior work experience.

Computer Skills

Most employers seek applicants with skills in word processing, **some** seek applicants with knowledge of spreadsheet applications, and **some** employers seek applicants with database skills.

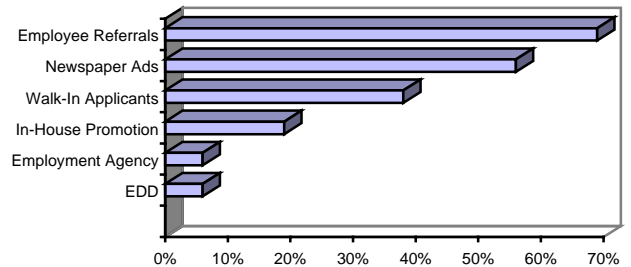
Career Advancement Skills

Good attitude, people skills, self-starter, sales ability, basic business skills, math skills, being dedicated, responsible and stable, common sense, honesty, hard work and experience were mentioned by the employers as important for career advancement.

New Skills

Continued education, sales, minor mechanical skills, and communication/people skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Advanced Institute of Pest Technology
- **Programs Offered:** Entomology

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

POLICE PATROL OFFICERS

16 Firms Surveyed with 2,251 Employees in Occupation. OES Code: 630140

DESCRIPTION

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

Alternate Job Titles: Police Officer, Entry Level Police Officer, and Police Corporal.

WAGES & FRINGE BENEFITS

Non-Union, Union, Full and Part-Time Wages

	<i>Range</i>	<i>Median</i>
New Hires, Inexperienced:	\$14.38 - \$21.25	\$18.22
New Hires, Experienced:	\$19.18 - \$26.60	\$21.97
3+ Yrs. Experience with Firm:	\$23.43 - \$27.83	\$24.93

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	75% / 0 %	25% / 0 %	None	0 % / 13%
Dental Insurance	81% / 0 %	19% / 0 %	None	0 % / 13%
Vision Plan	69% / 0 %	6% / 0 %	None	25% / 13%
Life Insurance	94% / 0 %	6% / 0 %	None	0 % / 13%
Sick Leave	100% / 0 %	None	None	0 % / 13%
Vacation	100% / 0 %	None	None	0 % / 13%
Retirement Plan	94% / 0 %	None	6% / 0 %	0 % / 13%
Child Care	None	None	None	100% / 13%
Other	13% / 0 %	None	6% / 0 %	13% / 6%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ☐ 94% of the employers represented in this survey are union and 6% are non-union.
- ☐ 99% of the employees work full-time averaging 40 hours per week and 1% work part-time averaging 20 hours per week.
- ☐ 14% of the employees are female, and 86% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,450 – 1,820 Projected)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 470

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
9131	Executive & legislative combines

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	44%	56%
Projected Next 24 Mo.	0 %	50%	50%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

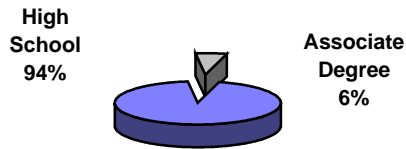
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	151
New Permanent Positions:	51
Temporary Positions:	1
Promotions:	41
Separations:	58

POLICE PATROL OFFICERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Many employers accept training as a substitute for experience. **Some** employers require prior work experience.

Computer Skills

Some employers surveyed reported that computer skills were required for employment.

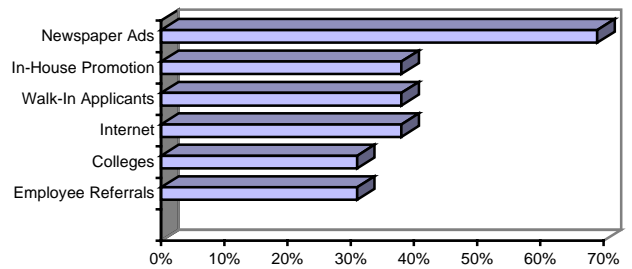
Career Advancement Skills

Leadership and management skills, job performance, continuing education, exhibiting good judgement in problem situations, and effective human relations were mentioned by the employers as important for career advancement.

New Skills

Physical agility and ability, and conflict resolution skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Civil Service Academy, Inc.
- Capistrano – Laguna Beach Regional Occupational Program
- Golden West College
- **Programs Offered:** Criminal Justice Studies, Law Enforcement Studies

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

RECREATION WORKERS

15 Firms Surveyed with 1,140 Employees in Occupation. OES Code: 273110

DESCRIPTION

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping and hobbies.

Alternate Job Titles: Community Services Leaders, Recreational Leader, Athletic Director, Summer Camp Counselors, Activities Assistant, Activity Center Troop Staff, Mentor, Camp Counselor, Sports Counselor, Recreation Attendant, and Social Services.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$7.05	\$6.63
New Hires, Experienced:	\$6.00 - \$11.03	\$7.60
3+ Yrs. Experience with Firm:	\$7.00 - \$12.47	\$9.75

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	40% / 7%	33% / 7%	None	0 % / 67%
Dental Insurance	27% / 7%	40% / 0 %	0 % / 7%	7% / 67%
Vision Plan	13% / 7%	33% / 0 %	0 % / 7%	27% / 67%
Life Insurance	47% / 7%	7% / 0 %	None	20% / 73%
Sick Leave	67% / 20%	None	None	7% / 60%
Vacation	73% / 20%	None	None	0 % / 60%
Retirement Plan	53% / 13%	20% / 7%	None	0 % / 60%
Child Care	7% / 0 %	7% / 0 %	7% / 0 %	53% / 80%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 16% of the employees work full-time averaging 40 hours per week, 40% work part-time averaging 25 hours per week, and 44% are seasonal employees.
- ❑ 68% of the employees are female, and 32% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,030 – 2,350)
Growth Rate: Faster Than Average
Openings Due to Separations: 290

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8641	Civic & social associations

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	33%	60%
Projected Next 24 Mo.	7%	27%	67%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

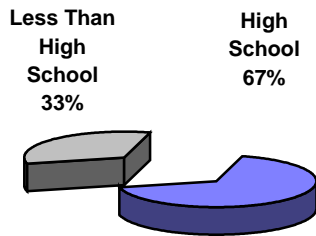
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	322
New Permanent Positions:	55
Temporary Positions:	148
Promotions:	49
Separations:	70

RECREATION WORKERS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Some** employers require prior work experience.

Computer Skills

Almost all employers surveyed reported that computer skills were required for employment.

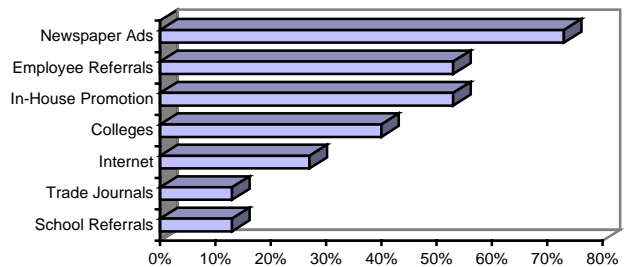
Career Advancement Skills

Customer service skills, creativity, good communication skills, pleasant and enthusiastic attitude, punctuality, leadership skills, good business knowledge and customer relations, service orientation, good analytical skills and ability to manage a budget, and good organizational skills were mentioned by the employers as important for career advancement.

New Skills

Child development knowledge, experience working with young people, graphic arts ability, and being bilingual were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Concordia University
- Saddleback College
- Goldenwest College
- **Programs Offered:** Child Growth & Development Studies; General Music; Crafts, Folk Art & Artisanry; Drawing

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

15 Firms Surveyed with 271 Employees in Occupation. OES Code: 251020

DESCRIPTION

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Alternate Job Titles: Systems Consultant, Network Engineer, Network Analyst, and Technical Analyst.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$10.00 - \$10.00	\$10.00
New Hires, Experienced:	\$10.00 - \$28.77	\$19.18
3+ Yrs. Experience with Firm:	\$15.00 - \$38.36	\$23.97

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	47% / 7%	47% / 0%	None	0% / 7%
Dental Insurance	40% / 7%	33% / 0%	None	20% / 7%
Vision Plan	33% / 0%	33% / 0%	None	27% / 13%
Life Insurance	40% / 7%	20% / 0%	None	33% / 7%
Sick Leave	87% / 7%	None	None	7% / 7%
Vacation	87% / 7%	None	None	7% / 7%
Retirement Plan	20% / 0%	40% / 0%	7% / 0%	27% / 13%
Child Care	None	None	None	93% / 13%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 43 hours per week, and 1% work part-time averaging 25 hours per week.
- ❑ 23% of the employees are female, and 77% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (4,640 – 7,070)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 340

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
6411	Insurance agents, brokers & service
8711	Engineering services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	60%	40%
Projected Next 24 Mo.	7%	27%	67%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

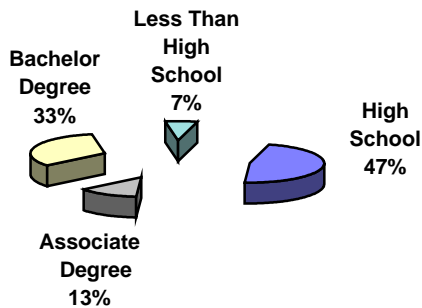
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	211
New Permanent Positions:	129
Temporary Positions:	0
Promotions:	23
Separations:	59

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

Computer Skills

Almost all employers surveyed reported that word processing skills were required for employment, and **most** reported that spreadsheet, database and desktop publishing skills were important.

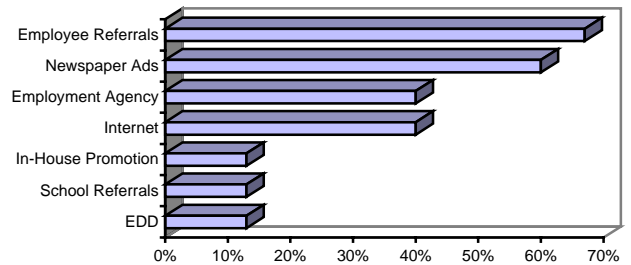
Career Advancement Skills

Technical skills, good writing and oral communication skills, attendance, management skills, responsibility, education, and consulting capability were mentioned by the employers as important for career advancement.

New Skills

Internet communication, constantly upgrading knowledge, time management, team interaction, SQL server skills, written and verbal communication skills and fiber optics were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Academy of Computer Technology
- Learning Tree University
- Infotec Commercial Systems (Clauzet Center)
- **Programs Offered:** Computer and Information Sciences, General; Computer Programming

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

TRAFFIC, SHIPPING, RECEIVING CLERKS

19 Firms Surveyed with 79 Employees in Occupation. OES Code: 580280

DESCRIPTION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

Alternate Job Titles: Dispatch Clerks, Shippers, Warehouse Worker, Warehouse Clerk, Assembler/Shipper, and Inventory Control.

WAGES & FRINGE BENEFITS

Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.00 - \$10.00	\$8.00
New Hires, Experienced:	\$6.33 - \$12.00	\$8.63
3+ Yrs. Experience with Firm:	\$7.50 - \$14.50	\$11.00

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	42% / 0 %	42% / 0 %	None	16% / 16%
Dental Insurance	37% / 0 %	32% / 0 %	None	32% / 16%
Vision Plan	16% / 0 %	16% / 0 %	None	68% / 16%
Life Insurance	32% / 0 %	21% / 0 %	None	47% / 16%
Sick Leave	68% / 0 %	None	5% / 0 %	26% / 16%
Vacation	95% / 0 %	None	5% / 0 %	0 % / 16%
Retirement Plan	32% / 0 %	11% / 0 %	None	58% / 16%
Child Care	11% / 0 %	None	None	89% / 16%
Other	None	5% / 0 %	None	58% / 5%

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 91% of the employees work full-time averaging 40 hours per week, 6% work part-time averaging 22 hours per week, and 3% are temporary employees.
- ☐ 25% of the employees are female, and 75% are male.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (12,230 – 13,260)
Growth Rate: Slower Than Average
Openings Due to Separations: 1,350

WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
5045	Computers, peripherals & software
5065	Electrical parts & equipment

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	84%	16%
Projected Next 24 Mo.	0 %	58%	42%

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

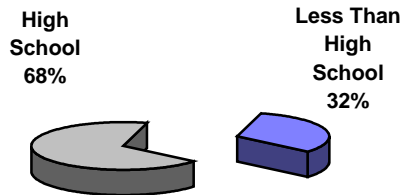
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	19
New Permanent Positions:	3
Temporary Positions:	3
Promotions:	5
Separations:	8

TRAFFIC, SHIPPING, RECEIVING CLERKS

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Most employers accept training as a substitute for experience. **Some** employers require prior work experience.

Computer Skills

Many employers surveyed reported that computer word processing skills were required for employment.

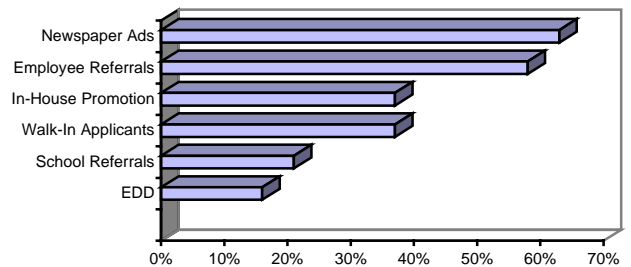
Career Advancement Skills

The ability to prioritize multiple tasks, good analytical ability, good customer service and communication skills, a willingness to work and follow procedures, product knowledge, and the ability to make good decisions were mentioned by the employers as important for career advancement.

New Skills

Computer literacy, product knowledge, interpersonal skills were new skills reported by the employers surveyed.

RECRUITMENT METHODS



Training Providers

- Central County Regional Occupational Program
- Larson Training Centers
- North Orange County Regional Occupational Program
- **Programs Offered:** General Office / Clerical and Typing Services

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

TRUCK DRIVERS - LIGHT

15 Firms Surveyed with 621 Employees in Occupation. OES Code: 971050

DESCRIPTION

Light Truck Drivers, Including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

Alternate Job Titles: Courier, Courier Guard, Van Driver, and Delivery Truck Driver.

WAGES & FRINGE BENEFITS

Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$11.40	\$8.26
New Hires, Experienced:	\$5.75 - \$12.50	\$9.50
3+ Yrs. Experience with Firm:	\$7.00 - \$16.78	\$12.02

FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 0 %	40% / 13%	None	20% / 47%
Dental Insurance	20% / 0 %	40% / 13%	None	33% / 47%
Vision Plan	20% / 0 %	40% / 13%	None	33% / 47%
Life Insurance	20% / 7%	27% / 7%	None	47% / 47%
Sick Leave	33% / 7%	7% / 0 %	None	53% / 53%
Vacation	47% / 13%	13% / 7%	None	33% / 40%
Retirement Plan	20% / 7%	27% / 7%	None	47% / 47%
Child Care	None	None	None	93% / 60%
Other	7% / 7%	7% / 7%	None	7% / 0 %

All data is based on the percentages of employers responding to this question.

WORK PATTERNS

- ❑ 93% of all employers surveyed in this occupation are non-union, and 7% are union.
- ❑ 50% of the employees work full-time, averaging 41 hours per week and 50% work part-time averaging 30 hours per week.
- ❑ 85% of the employees are male, and 15% are female.

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (10,600-12,500)
Growth Rate: Much Faster Than Average
Openings Due to Separations: 1,260

WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
4215	Courier services, except by air
4513	Air courier services

EMPLOYMENT TRENDS

Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	47%	47%
Projected Next 24 Mo.	0 %	40%	60%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

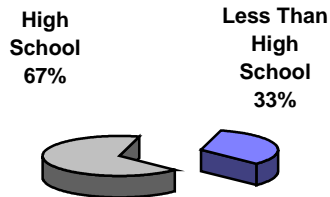
Employers Sources of Filled Openings During Past Year

Total Employees Hired:	267
New Permanent Positions:	28
Temporary Positions:	1
Promotions:	55
Separations:	183

TRUCK DRIVERS - LIGHT

EMPLOYER REQUIREMENTS

Education of Recent Hires



Required Training or Work Experience

Some employers accept training as a substitute for experience. **Some** employers require prior work experience.

Computer Skills

Few employers seek applicants with skills in word processing and spreadsheet applications.

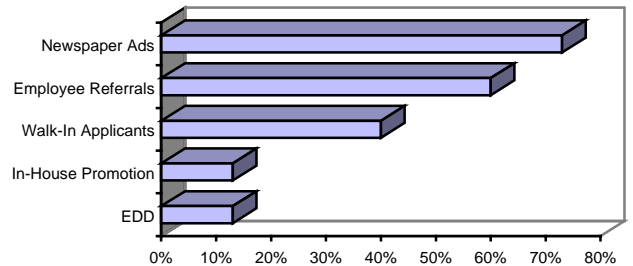
Career Advancement Skills

Willingness to work, able to handle stress, eagerness, timeliness, good work ethic, desire to learn, hard work, willing to have more responsibilities, people skills, good attendance, no mistakes made, and attitude were mentioned by the employers as important for career advancement.

New Skills

General map reading and computer applications were reported separately by 2 employers.

RECRUITMENT METHODS



Training Providers

- California Career School
- Central County Regional Occupational Program
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory www.soicc.ca.gov
- Orangeworks www.orangeworks.org
- I-TRAIN www.i-train.org

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

UNIVERSITY EXTENSIONS:

UNIVERSITY OF CALIFORNIA IRVINE – EXTENSION

(Mail) Extension Office
P.O. Box 6050
Irvine, CA 92616-6050
(949) 834-5194

CALIFORNIA STATE UNIVERSITY FULLERTON – EXTENDED EDUCATION

Extended Education:
800 N. State College Blvd.
Fullerton, CA 92834-9480
(714) 278-2611

COMMUNITY COLLEGE DISTRICTS:

www.orangeworks.org

COAST COMMUNITY COLLEGE DISTRICT

Campuses: Coastline, Fountain Valley
Golden West, Huntington Beach
Orange Coast, Costa Mesa
Main Office - 1370 Adams Avenue
Costa Mesa, CA. 92626
(714) 438-4600

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Campuses: Cypress, Cypress
Fullerton, Fullerton
Main Office – 1000 N. Lemon Street
Fullerton, CA 92832-1351
(714) 578-8400

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

Campuses: Santa Ana College, Santa Ana
Santiago Canyon, Orange
Main Office – 1530 West 17th Street
Santa Ana, CA 92706
(714) 564-6000

SOUTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Campuses: Irvine Valley College, Irvine
Saddleback College, Mission Viejo
Main Office – 28000 Marguerite Parkway
Mission Viejo, CA 92692-3635
(949) 582-4500

REGIONAL OCCUPATIONAL PROGRAMS (ROP):

CAPISTRANO-LAGUNA BEACH ROP

Main Office – 31522 El Camino Real
San Juan Capistrano, CA 92675
(949) 496-3118

CENTRAL COUNTY ROP

Main Office – 2333 N. Broadway, Suite 260
Santa Ana, CA 92706-1641
(714) 541-5537

COASTLINE ROP

Main Office – 1001 Presidio Square
Costa Mesa, CA 92626
(714) 979-1955

NORTH ORANGE COUNTY ROP

Main Office – 2360 W. La Palma Avenue
Anaheim, CA 92801-3395
(714) 502-5800

ADULT EDUCATION PROGRAMS:

CAPISTRANO UNIFIED SCHOOL DISTRICT- COMMUNITY EDUCATION PROGRAM (CUSD)

Main Office: 31422 Camino Capistrano
San Juan Capistrano, CA 92675
(949) 493-0658

CYPRESS COMMUNITY COLLEGE- SCHOOL OF CONTINUING EDUCATION (NOCCCD)

Main Office: 9200 Valley View St.
Cypress, CA 90630-5897
(714) 484-7237

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

WILSHIRE EDUCATION CENTER (NOCCCD) Main Office: 315 E. Wilshire Fullerton, CA 92832 (714) 526-8258	YORBA LINDA EDUCATION CENTER (NOCCCD) Main Office: 4175 Fairmont Boulevard Yorba Linda, CA 92886 (714) 779-8279
PRIVATE TRAINING PROVIDERS:	
A.D. BANKER & COMPANY 2301 Campus Drive Irvine, CA 92612 (949) 477-2002	ACADEMY OF COMPUTER TECHNOLOGY 16371 Beach Blvd., #151 Huntington Beach, CA 92647 (714) 843-6360
AMERICAN SCHOOL OF MORTGAGE BANKING 17332 Irvine Blvd., Suite 200 Tustin, CA 92780 (714) 832-2762	ASSOCIATED TECHNICAL COLLEGE – ANAHEIM 1177 North Magnolia Blvd. Anaheim, CA 92801 (714) 229-8785
BOSPHOROUS EDUCATION CENTER 17150 Newhope St., Suite 117 Fountain Valley, CA 92708 (714) 825-0800	CADUCEN ENTERPRISES 4500 Campus Dr., Suite 201 Newport Beach, CA 92660 (949) 476-6282
CALIFORNIA CAREER SCHOOL 1100 Technology Circle Anaheim, CA 92805-6550 (714) 635-6585	CALIFORNIA COAST UNIVERSITY 700 North Main St. Santa Ana, CA 92701-3564 (714) 547-9625
CAREER MANAGEMENT INSTITUTE 1855 W. Katella Ave., Suite 150 Orange, Ca 92867 (714) 771-5077	CAREER NETWORKS INSTITUTE 986 Town & Country Rd. Orange, CA 92868 (714) 568-1566
CASA REAL LEARNING CENTER 1666 North Main St., Suite 415 Santa Ana, CA 92701 (714) 835-6695	CENTER FOR EMPLOYMENT TRAINING 120 West Fifth St., Suite 120 Santa Ana, CA 92701 (714) 568-1755
CENTER FOR HEALTH ED ADVANCEMENT 1215 W. Imperial Highway, Suite 105 Brea, CA 92821 (714) 441-3450	CIVIL SERVICE ACADEMY INC. 8361 Westminster Blvd., Suite 330 Westminster, CA 92683 (714) 897-5150
COLLEGE OF AUTOMOTIVE MANAGEMENT 6 Hutton Center Drive, Suite 300 Santa Ana, CA 92707 (714) 755-6835	COMP USA TRAINING SUPERCENTER 9430 Warner Ave. Fountain Valley, CA 92708 (714) 965-4250
COMPUTER EDUCATION INSTITUTE 2035 E. Ball Rd., Suite 100 Anaheim, CA 92806 (714) 772-6941	COMPUTER EDUCATION INSTITUTE 24551 Raymond Way, Suite 285 Lake Forest, CA 92630 (949) 472-4192

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

COMPUTER LEARNING CENTER OF ANAHEIM 222 S. Harbor Blvd. Anaheim, CA 92805 (714) 956-8060	CONCORDE CAREER INSTITUTE 1717 S. Brookhurst St. Anaheim, CA 92804 (714) 635-3450
CONCORDIA UNIVERSITY 1530 Concordia West Irvine, CA 92612 (949) 854-8002	CONTRACTORS STATE LICENSE SCHOOL 530 W. Katella Ave. Orange, CA 92867 (714) 289-9107
CSI, BRYMAN COLLEGE 1120 W. La Veta Ave., Suite 100 Orange, CA 92668 (714) 953-6500	EXCEL TECHNICAL COLLEGE INC. 2050 W. Chapman Ave., Suite 108 Orange, CA 92868 (714) 712-4166
EXECUTRAIN OF CALIFORNIA 17877 Von Karmen Ave., Suite 150 Irvine, CA 92707 (949) 221-0300	GLOBAL KNOWLEDGE NETWORK 3187 Redhill Ave., Suite 150 Costa Mesa, CA 92626 (714) 444-4022
HELLIER ASSOCIATES INC. 2051 E. Cerritos Ave., Suite 8A Anaheim, CA 92806 (714) 956-2274	HERMANDAD TRAINING CENTER 825 North Broadway St. Santa Ana, CA 92701 (714) 541-0250
HI TEK SOLUTIONS INC. 2361 Campus Drive, Suite 107 Irvine, CA 92715 (949) 474-8270	HOPE INTERNATIONAL UNIVERSITY 2500 E. Nutwood Ave. Fullerton, CA 92831-3138 (714) 879-3901
ILA POLYTECHNIC INSTITUTE 202 W. Lincoln Ave., Suite H Orange, CA 92865-1058 (714) 772-4452	INFOTEC COMMERCIAL SYSTEMS (CLAUSET CENTER) 3100 S. Harbor Blvd., Suite 100 Santa Ana, CA 92704 (714) 755-7120
INTERCOAST COLLEGES 17101 Armstrong Ave., Suite 100 Irvine, CA 92614-5737 (949) 222-0272	INTERIOR DESIGNERS INSTITUTE 1061 Camelback Road Newport Beach, CA 92660 (949) 675-4451
ITT TECHNICAL INSTITUTE 525 N. Muller Ave. Anaheim, CA 92801 (714) 535-3700	LARSON TRAINING CENTERS 2041 W. Orangewood Ave. Orange, CA 92668 (714) 634-1800
LEHR TRAINING INSTITUTE 4155 E. La Palma Ave., Suite 500 Anaheim, CA 92807 (714) 528-0000	LINOGRAPHICS INC. 770 N. Main St., Suite J Orange, CA 92868 (714) 639-0511

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

MONTESSORI TEACHER ACADEMY 23311 Muirlands Lake Forest, CA 92630 (949) 855-5630	MONTESSORI WESTERN TEACHER TRAINING PROGRAM 6202 Cerulean Garden Grove, CA 92845 (714) 897-3833
MTI COLLEGE 2011 W. Chapman Ave., Suite 100 Orange, CA 92668 (714) 385-1132	NATIONAL UNIVERSITY 765 The City Drive South, Suite 207 Orange, CA 92868-4942
NATIONAL UNIVERSITY 3390 Harbor Blvd. Costa Mesa, CA 92626 (714) 429-5100	NEW HORIZONS COMPUTER LEARNING CENTER 3337 Michelson Drive, Suite 37-1 Irvine, CA 92612 (949) 833-5096
NEWBRIDGE COLLEGE 1840 E. 17 th St., Suite 140 Santa Ana, CA 92705 (714) 550-8000	NEWPORT UNIVERSITY 20101 Southwest Birch St., Suite 120 Newport Beach, CA 92660-9711 (949) 757-1155
NEWTON COLLEGE 8762 Garden Grove Blvd. Garden Grove, CA 92844 (714) 530-9288	NOVAQUEST INFOSYSTEMS 19772 MacArthur Blvd., Suite 100 Irvine, CA 92615 (310) 214-4200
PACIFIC WEST COLLEGE OF LAW 1380 South Sanderson Ave. Anaheim, CA 92806 (714) 535-5661	PACIFIC COLLEGE OF BUSINESS, INC. 3160 Redhill Ave. Costa Mesa, CA 92626 (714) 662-4402
PRACTICAL SCHOOLS 900 E. Ball Road Anaheim, CA 92805-5915 (714) 535-6000	QPE TECHNICAL INSTITUTE 1558 N. Gemini Place Anaheim, CA 92801 (714) 778-5518

SER / JOBS FOR PROGRESS 1243 E. Warner Ave. Santa Ana, CA 92705 (714) 556-8741	SOFT-TRAIN 1820 E. First St., Suite 200 Santa Ana, CA 92705 (714) 973-7122
SOFTWARE EDUCATION OF AMERICA, INC. 265 S. Randolph Ave., Suite J220 Brea, CA 92821-5754 (714) 257-3095	SOUTH BAYLO UNIVERSITY 1126 N. Brookhurst St. Anaheim, CA 92801 (714) 530-9650

TRAINING PROVIDERS FOR YEAR 1999 SURVEYED OCCUPATIONS

SOUTHERN CALIFORNIA INTERNATIONAL COLLEGE 595 W. Lambert Road Brea, CA 92821-3909 (714) 256-8830	SOUTHERN CALIFORNIA INSTITUTE OF TECHNOLOGY 1900 W. Crescent Ave., Building B Anaheim, CA 92801 (714) 520-5552
SOUTHERN CALIFORNIA UNIVERSITY FOR PROFESSIONAL STUDIES 1840 E. 17 th St., #240 Santa Ana, CA 92701-2918 (714) 480-0800	SUTECH SCHOOL 1855 S. Santa Cruz St. Anaheim, CA 92805 (714) 939-7860
TECHNOLOGY IN DEMAND 17155 Newhope St., Suite P Fountain Valley, CA 92708 (714) 434-7981	TIMBERLINE CONSTRUCTION EDUCATION CENTER 1801 E. Edinger Ave. Santa Ana, CA 92705 (714) 550-1175
UNION CONTRACTORS LICENSE SCHOOL 8942 Garden Grove Blvd., Suite 212 Garden Grove, CA 92844 (714) 537-5830	UNITED EDUCATION INSTITUTE 595 W. Lambert Road Brea, CA 92821 (714) 672-4778
UNITED TRUCK DRIVING SCHOOL 1665 East 4 th St., #216 Santa Ana, CA 92701 (714) 667-3940	US COLLEGE OF HEALTH & HUMAN SERVICES 5700 Division St., Suite 100 Fountain Valley, CA 92506 (909) 784-4466
WEBSTER UNIVERSITY 2300 Michelson Dr., Suite 800 Irvine, CA 92612 (949) 250-7855	WEST ORANGE COLLEGE 12865 Main St., Suite 105 Garden Grove, CA 92840 (714) 530-5000
WESTWOOD COLLEGE OF TECHNOLOGY 2461 W. La Palma Ave. Anaheim, CA 92801 (714) 875-6050	WOLDEN MULTIMEDIA INSTITUTE 888 South West St., Suite 430 Anaheim, CA 92808 (714) 563-0863

Disclaimer

Inclusion in this Training Directory does not constitute endorsement of an agency's program or the quality of its services, nor does exclusion imply an unfavorable judgement of the contribution an agency may be making to the community. The information presented in this directory was accurate at the time of printing. Changes to programs and phone numbers may have occurred since the initial printing.

Note: Providers listed here provide support for the 1999 surveyed occupations, however, this is not a complete listing. A complete training provider listing may be accessed through the State Training Inventory (STI) at:

www.soicc.ca.gov

OCCUPATIONAL OUTLOOK



1998

AMUSEMENT AND RECREATIONAL ATTENDANTS

15 Firms Surveyed with 1,560 Employees in Occupation. OES: 680140

DESCRIPTION

Amusement and Recreational Attendants perform a variety of duties at amusement or recreational facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Alternative Titles: Caddies/Pro Shop Persons Amusement/Court/Range/ Recreation Attendant, Staff, Ride Operators.

OCCUPATIONAL PROGRESSION

FROM.....TO
 Golf Professionals, Management
 Lead Person, Supervisor, Shift Leader
 Amusement/Recreation Attendant
Almost All employers (87%) promote from this position, while **few** (13%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Tips/Commissions Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75- \$ 8.50	\$ 6.00
Tips & Commissions	\$ 0.25- \$ 2.00	\$ 1.13
New Hires, Experienced:	\$ 5.75- \$13.00	\$ 6.87
Tips & Commissions	\$ 0.63- \$ 2.00	\$ 1.31
3+ Yrs. Experience with Firm:	\$ 5.75- \$20.00	\$ 8.25
Tips & Commissions	\$ 1.25- \$ 2.00	\$ 1.63

Work Patterns

- 12% of surveyed employees work full-time and average 40 hours per week.
- 58% work part-time and average 30 hrs. per wk.
- 30% work on a temporary/seasonal basis and average 32-37 hours per week.
- Employees in this occupation were 46% female and 54% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	91%	9%
Dental Insurance	73%	9%
Vision Insurance	73%	9%
Life Insurance	55%	9%
Paid Sick Leave	73%	18%
Paid Vacation	82%	18%
Retirement Plan	55%	9%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (4,820 – 6,570)
% Job Growth:	36.3%
Growth Rate:	Much Faster Than Average.
New Job Growth:	1,750 (52.2%)
Separations:	1,600 (47.8%)
Total Openings:	3.350 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7996	Amusement Parks	1,314
7999	Amusement & Recreation, NEC	233

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

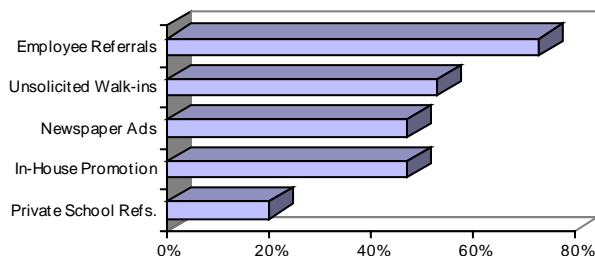
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	87%	13%
Projected Next 3 yrs.	7%	40%	53%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is 'not difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	1,039	100%
New Permanent Positions:	20	2%
Temporary Positions:	585	56%
Promotions:	214	21%
Separations:	220	21%

RECRUITMENT

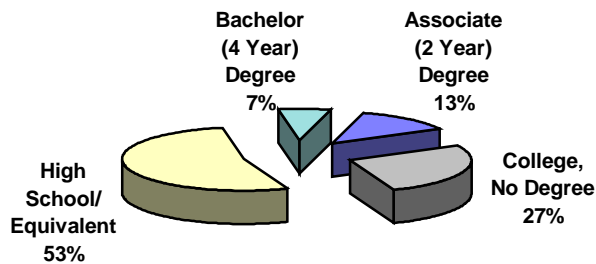


AMUSEMENT AND RECREATIONAL ATTENDANTS

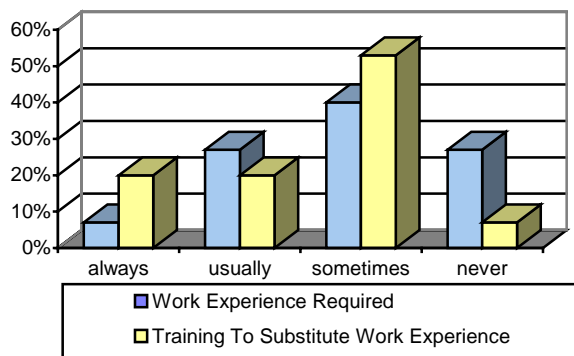
15 Firms Surveyed with 1,560 Employees in Occupation. OES: 680140

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employer's report 'sometimes' accepting training from 1 to 14 months as a substitute for experience. Acceptable training reported Activity Leader Certification, Occupational Job Training (OJT), CPR & related Red Cross Training, Racquet Stringing or Tennis knowledge. **Many** employers also 'sometimes' require from 1 to 12 months in a variety of related work experiences, in summer camp, child care, recreation/life guard, tennis, golf, rock climbing and customer service..

Computer Software Skills

Few (14%) employers seek applicants with skills in word processing or (7%) spreadsheet or database applications. **Many** (86%) employers indicated 'other' computer skills as being the use of a cash register.

New or Obsolete Skills

Few employers identified use of computers as a new skill. No obsolete skill was identified.

Employer Comments/Preferences

Have a good appearance, a positive attitude, flexibility, dependability, high energy, athletic skills, able to work evenings and weekends, and no criminal record.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Completion of Company Training (2.90)
Ability to implement safe work practices (2.90)
Verbal Presentation Skills (2.80)
English language fluency (2.80)
Ability to understand foreign accents (2.30)
Ability to give oral instructions (2.30)
Telephone answering skills (2.30)
Sales skills (2.20)
Knowledge of local services and entertainment (1.40)

Personal or Other

Public contact skills (3.00)
Oral communication skills (3.00)
Ability to work under pressure (2.90)
Ability to assess emergency situations, set priorities (2.80)

Basic

None

Physical

Ability to tolerate noise dust and fumes (1.80)
Good physical condition (1.40)

Language

All surveyed employers required fluency in English.

Few employers prefer bilingual skills in several languages including, Spanish, Japanese, Chinese, Vietnamese and Korean.

Amusement & Recreational Attendant Programs and Training Providers

Programs

C.I.P. Code	Program
12.0203	Card Dealer
12.9999	Personal & Miscellaneous Services, Other
31.9999	Parks, Recreation, Leisure Fitness Studies
32.0101	Basic Skills, General

Training Providers

- NOCROP – Acacia Facility, Anaheim
- Dayle MacIntosh Center for the Disabled, Anaheim
- Fullerton-Wilshire Adult Ed., (NOCCCD)
- Capistrano USD, San Juan Capistrano

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

ARTISTS AND RELATED WORKERS

15 Firms Surveyed with 118 Employees in Occupation. OES: 340350

DESCRIPTION

Artists & Related Workers include workers concerned with designing and executing artwork to illustrate subject matter or promote public consumption of materials, products, or services and to influence others in their opinions of individuals or organizations. Please include Commercial Artists, Artistic Painters, Painting Restorers, and artists who perform limited layout work as part of their other tasks. Please do not include Art Directors or artists who primarily work as Layout Artists or Creative or Graphic Designers.

Alternative Titles: Illustrators, Graphic Specialists, Layout Workers, Entertainment Technicians.

OCCUPATIONAL PROGRESSION

FROM.....TO
General Manager, Art Director, Director of Marketing
Graphic Specialist, Senior Artist, Supervisor
Artist, Illustrator, Graphic Artist
Most employers (71%) promote from this position, while some (29%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$21.92	\$ 9.59
New Hires, Experienced:	\$ 6.50 - \$28.77	\$ 13.43
3+ Yrs. Experience with Firm:	\$12.00 - \$47.95	\$ 17.98

Work Patterns

- 87% of surveyed employees work full-time and average 41 hours per week.
- 5% work part-time and average 30 hrs. per week.
- 8% work on a temporary/seasonal basis and average 16/24 hours per week.
- Employees in this occupation were 36% female and 64% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	7%
Dental Insurance	64%	7%
Vision Insurance	43%	7%
Life Insurance	43%	7%
Paid Sick Leave	64%	7%
Paid Vacation	100%	7%
Retirement Plan	71%	7%
Child Care	14%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (1,170 – 1,410)
% Job Growth:	20.5%
Growth Rate:	Faster than County Average.
New Job Growth:	240 (58.5%)
Separations:	170 (41.5%)
Total Openings:	410 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7336	Commercial Art & Graphic Design	71
7311	Advertising Agencies	55
7996	Amusement Parks	22
5092	Toys & Hobby Goods & Supplies	13
7389	Business Services, NEC	11

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

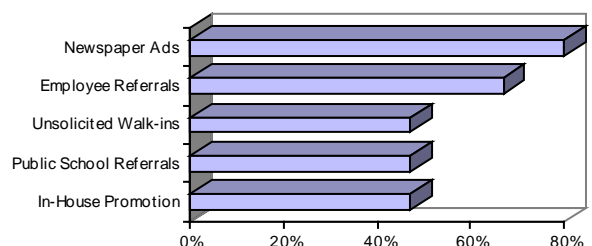
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	40%	60%
Projected Next 3 yrs.	0%	20%	80%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. Employers report it is also 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	62	100%
New Permanent Positions:	29	47%
Temporary Positions:	6	10%
Promotions:	11	18%
Separations:	16	26%

RECRUITMENT

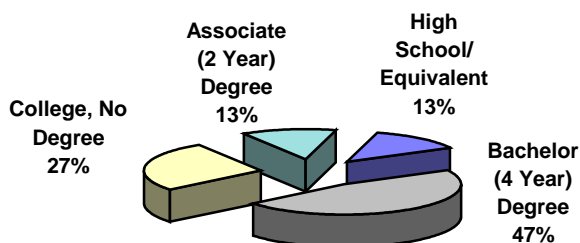


ARTISTS AND RELATED WORKERS

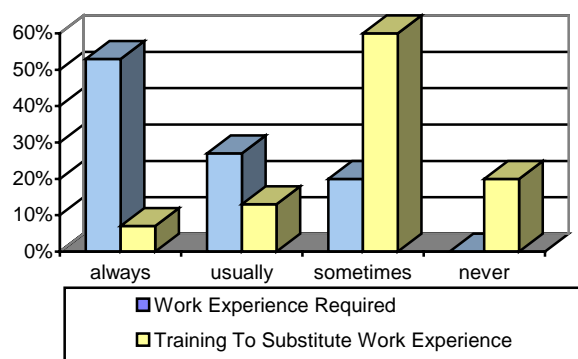
15 Firms Surveyed with 118 Employees in Occupation. OES: 340350

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most surveyed employer's report 'sometimes' accepting training from 4 to 48 months as a substitute for experience. Acceptable training reported ranges from related hands on computer work or Bachelor Degree. **Many** employers also 'always' require from 3 to 96 months of related work experience, in publishing, illustration, graphic artist or computer graphics or design work.

Computer Software Skills

Most (79%) employers indicated Desktop Publishing and 'other' software skills, including Macintosh computer graphics, PhotoShop, Illustrator, Quark Express and AutoCAD drawing programs. **Some** (21%) employers seek database and a **few** employers also prefer spreadsheet and word processing application skills.

New or Obsolete Skills

Most employers identified new skills, which included more computer expertise with the Internet, digital graphics and new graphic application software. **Few** employers reported manual drawing as an obsolete skill.

Employer Comments/Preferences

Punctuality, good attendance, self-motivated, a quick learner and a team player.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Graphic arts skills (2.90)
 Ability to read schematics (2.90)
 Ability to apply various painting techniques & skills (2.90)
 Ability to perform layout work, desktop publishing (2.60)
 Ability to submit portfolio work (2.60)
 Computer assisted design (CAD) skills (2.10)
 Freehand drawing skills (1.90)
 Ability to use 3-D Animation or related software (1.50)

Personal or Other

Ability to work independently (3.00)
 Ability to pay attention to detail (3.00)
 Oral communication skills (2.70)

Basic

Ability to read and follow instructions (3.00)
 Ability to write legibly (2.60)

Physical

Possession of good color perception (2.70)
 Manual dexterity (2.60)

Language

Almost all surveyed employers required fluency in English. **Few** employers prefer bilingual skills in Spanish, Vietnamese or Korean.

Artists & Related Programs and Training Providers

Programs

C.I.P. Code	Program
• 50.0201	Crafts, Folk Art and Artistry
• 50.0402	Graphic Design, Commercial Art and Illustration
• 50.0701	Art, General
• 50.0799	Fine Art & Art Studies

Training Providers

- Art Institute of Southern California, Laguna Beach
- International School of Visual Arts, Anaheim
- Linographics Inc., Orange
- Platt College, Newport Beach

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

ASSEMBLERS AND FABRICATORS – EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

15 Firms Surveyed with 1057 Employees in Occupation. OES: 939560

DESCRIPTION

Assemblers and fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Please include assemblers whose duties are of a non-precision nature. Please do not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

Alternative Titles: Fitters & Assistants, Installers, Blind Assemblers/Packing/Machine Operators.

OCCUPATIONAL PROGRESSION

FROM.....TO

Customer Service, Project Manager
Machine Operator, Inspectors, Supervisors
Assemblers

Most employers (80%) promote from this position, while some (20%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$12.00	\$ 6.25
New Hires, Experienced:	\$ 5.75 - \$14.00	\$ 8.50
3+ Yrs. Experience with Firm:	\$ 6.75 - \$23.00	\$ 12.00

Work Patterns

- 7% of employers surveyed were unionized. This sample size is too small for publication.
- 99% of surveyed employees work full-time and average 40 hours per week.
- Less than 1% work part-time or on a temporary basis. Data sample is too small for publication. Employees in this occupation were 31% female and 69% male.

BENEFITS

Benefit	Full Time	Benefit	Full Time
Medical Insurance	92%	Paid Sick Leave	38%
Dental Insurance	54%	Paid Vacation	69%
Vision Insurance	31%	Retirement Plan	69%
Life Insurance	46%	Child Care	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (18,350-21,570)
% Job Growth:	17.5%
Growth Rate:	Faster than County Average.
New Job Growth:	3,220 (50.4%)
Separations:	3,170 (49.6%)
Total Openings:	6,390 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
3841	Surgical and Medical Instruments	394
3728	Aircraft Parts and Equipment, NEC	278
3672	Printed Circuit Boards	199
3842	Surgical Appliances and Supplies	194
3679	Electronic Components, NEC	148

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

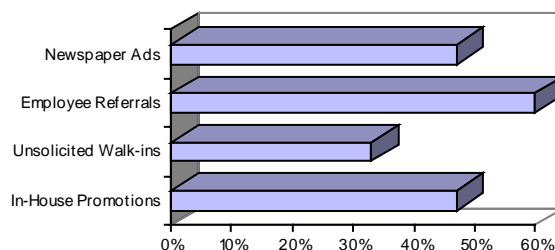
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	33%	67%
Projected Next 3 yrs.	0%	20%	80%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is easier, or 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	458	100%
New Permanent Positions:	60	13%
Temporary Positions:	0	0%
Promotions:	25	5%
Separations:	373	81%

RECRUITMENT

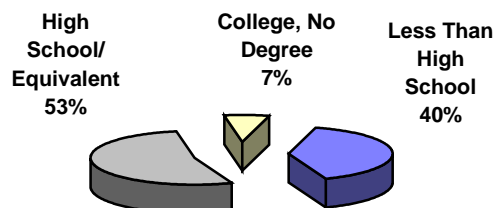


ASSEMBLERS AND FABRICATORS – EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

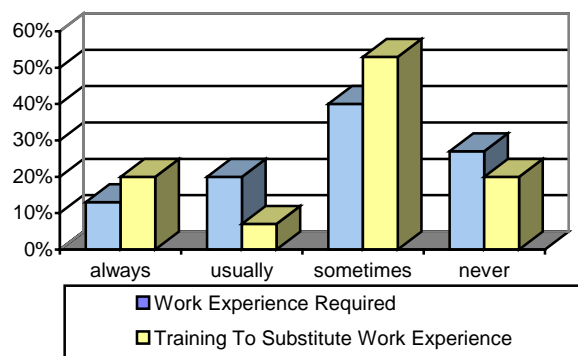
15 Firms Surveyed with 1057 Employees in Occupation. OES: 939560

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employer's report 'sometimes' accepting training from 1 to 24 months as a substitute for experience. Acceptable training reported ranged from company, trade school or installation training. **Some** employers also 'sometimes' require from 6 to 48 months of related work experience as assemblers, fabricators, or welding, or as a mechanic, or with clerical, wall covering, supervision or equivalent related experience. Note: the 470 equivalent DOT codes for this occupation and the more than 50 industries which use this occupation, indicates specific employer requirements, beyond basic skills requirements, will be extremely diverse.

Computer Software Skills

Few surveyed employers indicated word processing, spreadsheet & desktop publishing skills were required.

New or Obsolete Skills

Few employers identified new skills as being computer knowledge and communication skills.

Employer Comments/Preferences

Reading a chronometer, able to accept non-company supervision and be ethical and trusting.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

Ability to use hand tools (2.50)
 Ability to use and read a tape measure (2.50)
 Ability to perform assembly work (1.90)
 Ability to operate power hand tools (1.90)
 Soldering skills (1.90)
 Ability to read blueprints (1.90)

Personal or Other:

Ability to work independently (2.90)
 Ability to follow oral instructions (2.90)
 Willingness to work with close supervision (2.70)
 Ability to perform routine, repetitive work (2.60)

Basic

Ability to do arithmetic using fractions and decimals (1.70)

Physical

Manual Dexterity (2.60)
 Good eye-hand coordination (2.60)
 Possession of good color perception (2.50)
 Possession of good mechanical aptitude (1.50)

Language

Many surveyed employers required fluency in English.
Some employers prefer bilingual skills in Spanish.

Assembler/Fabricator Programs and Training Providers

Programs

C.I.P. Code	Program
48.0501	Machinist/Machine Technologist

Training Providers

- Rancho Santiago CCD, Santa Ana
- North Orange County ROP, Anaheim
- California Career Schools, Anaheim
- Sutech School, Anaheim

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

AUTOMOTIVE BODY AND RELATED REPAIRERS

18 Firms Surveyed with 201 Employees in Occupation

DESCRIPTION

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

Alternative Titles: Auto Body Collision Technician, Body Shop Technician, Painter, Bodyman Helper, Painter Metalman / Glass / Refinish Technicians.

OCCUPATIONAL PROGRESSION

FROM.....TO
 Production Manager, Management
 Customer Service Rep., Estimator, Shop Foreman
 Automotive Body & Related Repairers
Most employers (76%) promote from this position, while some (24%) do not promote.

WAGES/BENEFITS

**Non-Union Wages, Full-Time, Including
Tips/Commissions**

	<i>Range</i>	<i>Median</i>
New Hires, Inexperienced:	\$ 6.98 - \$24.78	\$ 9.86
New Hires, Experienced:	\$ 9.00 - \$34.51	\$20.40
3+ Yrs. Experience with Firm:	\$11.00 - \$43.96	\$28.77

Work Patterns

- 100% of surveyed employees work full-time and average 43 hours per week.
- 0% of surveyed employees work part-time.
- 0% of surveyed employees work on a temporary basis.
- Employees surveyed in this occupation were 99.95% male and 0.05% female (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	94%	0%
Dental Insurance	88%	0%
Vision Insurance	63%	0%
Life Insurance	50%	0%
Paid Sick Leave	44%	0%
Paid Vacation	88%	0%
Retirement Plan	63%	0%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Medium (1,700 - 1,960)
% Job Growth:	15.3%
Growth Rate:	County Average.
New Job Growth:	260 (45.6%)
Separations:	310 (54.4%)
Total Openings:	570 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7539	General Automotive Repair Shops	320
7549	Automotive Services, (Excluding Gas Stations)	89
7539	Automotive Repair Shops	87
5531	Auto & Home Supply Stores	24

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

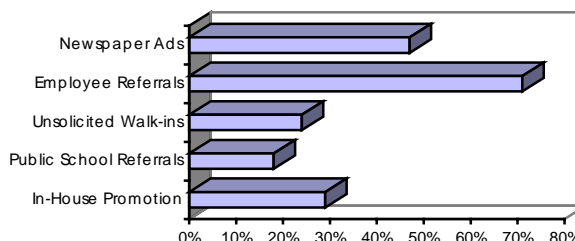
	Decline	Remain Stable	Grow
Employment Levels Past Year	0%	35%	65%
Projected Next 3 yrs.	6%	12%	82%

Employers report it is 'very difficult' to find experienced applicants who meet their hiring standards. Further, it is 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	56	100%
New Permanent Positions:	19	34%
Temporary Positions:	1	2%
Promotions:	5	9%
Separations:	31	55%

RECRUITMENT

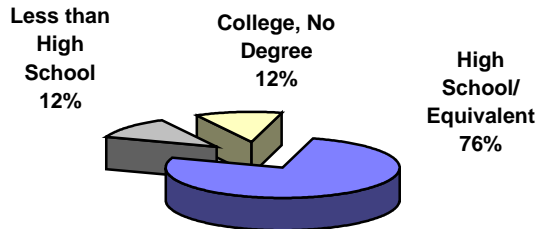


AUTOMOTIVE BODY AND RELATED REPAIRERS

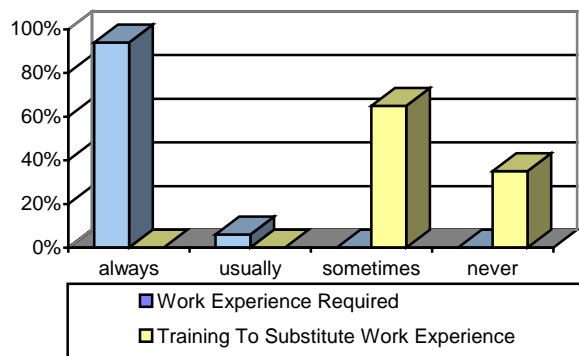
18 Firms Surveyed with 201 Employees in Occupation OES: 853050

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Almost all employers surveyed 'always' require from 24 to 60 months of related work experience, as a body technician, painter, metal man, detailer or doing collision or auto body repair work. **Most** employers report 'sometimes' accepting training from 1 to 24 months, especially trade school training leading to I.C.A.R. or A.S.E. Certification and including welding, collision or auto body repair skills.

Computer Software Skills

Few (6%) employers seek applicants with database or keyboard skills or specialized application software skills.

New or Obsolete Skills

Most employers identified new skills, which included new welding techniques, metal bending, plastic repair and ability to fix new electronic/computerized car components. **Few** employers reported manual skills, metal repair and finishing and lead working as obsolete skills.

Employer Comments/Preferences

Few employers indicated personality, enthusiasm, people skills and common sense is needed for this occupation.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Welding skills (2.90)
Ability to apply various painting techniques, skills (2.70)
Certified program (I.C.A.R., A.S.E.) completion (2.30)
Skill in working with fiber glass (1.40)
Ability to operate power tools (1.40)
Masking skills (1.40)
Ability to install vehicle glass (0.80)
Knowledge of specialized application software (0.80)

Personal or Other

Ability to read and follow instructions (2.90)
Ability to work independently (2.80)
Ability to provide own hand tools (2.80)
Willingness to work with close supervision (2.00)

Basic

Basic math skills

Physical

Good eye-hand coordination (2.80)
Good physical condition (0.80)

Language

Most surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish.

Automobile Body and Related Repairers Programs and Training Providers

Programs

C.I.P. Code	Program
47.0603	Auto/Automotive Body Repairer

Training Providers

- Coastline, North Orange County & Rancho Santiago CCDs
- Coastline, Central & North Orange County ROPs
- Automotive Diagnostics, Anaheim
- California Institute of Trades, Placentia

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory: www.soicc.ca.gov
- CCDs & ROPs www.orangeworks.org

BUS DRIVERS - SCHOOL

18 Firms Surveyed with 694 Employees in Occupation. OES: 971110

DESCRIPTION

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

Alternative Titles: None

OCCUPATIONAL PROGRESSION

FROM.....TO

Transportation/Operations Supervisor, Management

Lead Driver, Bus Driver Trainer, Bus Dispatcher

Bus Driver-School

Almost all employers (89%) promote from this position, while **few** (11%) do not promote.

WAGES/BENEFITS

Non-Union Wages, (Incl. Tips) Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$11.73	\$ 9.00
New Hires, Experienced:	\$ 5.75 - \$12.95	\$ 9.00
3+ Yrs. Experience with Firm:	\$ 7.19 - \$13.61	\$10.38

Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$13.00	\$12.05
New Hires, Experienced:	\$10.90 - \$13.54	\$12.86
3+ Yrs. Experience with Firm:	\$12.10 - \$15.63	\$14.21

Work Patterns

- 78% of employers surveyed were unionized.
- 46% of surveyed employees work full-time and average 37 hours per week.
- 51% work part-time and average 27 hrs. per week.
- 2% work on a temporary/on call basis and average 26 hours per week.
- Employees in this occupation were 64% female and 36% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	72%	56%
Dental Insurance	72%	56%
Vision Insurance	67%	50%
Life Insurance	72%	56%
Paid Sick Leave	67%	44%
Paid Vacation	67%	44%
Retirement Plan	67%	50%
Child Care	22%	6%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (1,200-1,300)
% Job Growth:	8.3%
Growth Rate:	Slower than County Average.
New Job Growth:	100 (40.0 %)
Separations:	150 (60.0 %)
Total Openings:	250 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8211	Elementary & Secondary Schools	114

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

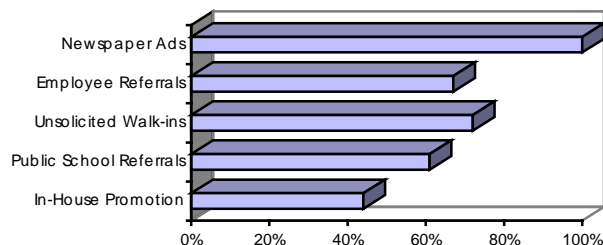
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	39%	61%
Projected Next 3 yrs.	0%	28%	72%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is easier, i.e. 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	96	100%
New Permanent Positions:	25	26%
Temporary Positions:	10	10%
Promotions:	16	17%
Separations:	45	47%

RECRUITMENT

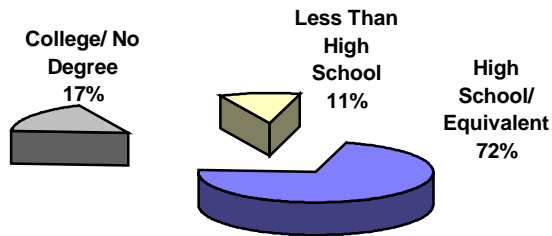


BUS DRIVERS - SCHOOL

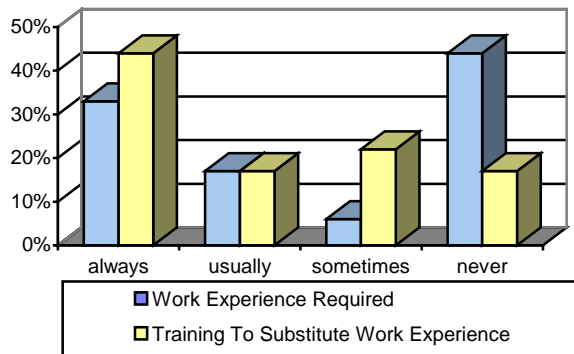
18 Firms Surveyed with 694 Employees in Occupation. OES: 971110

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employers report 'always' accepting training from 1 to 12 months as a substitute for experience. Acceptable training includes a class B driving license, bus driver training, CPR certification or First Aid license, DMV or District training or California Schools Bus Driving Certification. **Some** employers also 'always' require from 1 to 12 months of related work experience, including bus driving or substitute experience or certification.

Computer Software Skills

All employers reported no software skills were necessary for this occupation.

New or Obsolete Skills

Few employers identified new skills as knowing how to handle handicapped children.

Employer Comments/Preferences

Few employers required employees to be over 21yrs. or have lived in California for past seven years. Other skills were ability to read maps, continued training, ability to be organized and follow through with minimal supervision.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

Completion of company training (3.00)
Ability to implement safe work practices (2.90)
Possession of a California School Bus Driver Certificate (1.90)
School Pupil Activity Bus Certificate and/or Youth Bus Certificate (1.90)
Ability to administer emergency first aid (1.90)
Record keeping skills (1.90)

Personal or Other:

Possession of good DMV record (3.00)
Possession of a clean police record (2.80)
Ability to work under pressure (2.70)
Ability to handle crisis situations (2.60)
Ability to exercise patience (2.60)

Basic:

Basic math skills (3.00)
Ability to read and follow instructions (3.00)
Oral communication skills (2.40)

Physical:

None

Language

Almost all surveyed employers required fluency in English. **Some** employers prefer bilingual skills in Spanish and **few** prefer language skills in Japanese or Korean.

School Bus Driver Programs and Training Providers

Programs

C.I.P. Code	Program
49.0205	Truck, Bus and other Commercial Vehicles

Training Providers

- Santa Ana CC, Santa Ana
- Central Orange County ROP, Santa Ana
- California Career Schools, Anaheim

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

CASHIERS

16 Firms Surveyed with 343 Employees in Occupation. OES: 490230

DESCRIPTION

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

Alternative Titles: none

OCCUPATIONAL PROGRESSION

FROM.....TO

Assistant Manager, Sales/Store/Office/Floor Manager
Financial Office, Salesperson, Supervisor

Cashier

All surveyed employers (100%) promote from this position.

WAGES/BENEFITS

**Union & Non-Union Wages, Includes
Tips/Commissions, Full and Part-Time**

	<i>Range</i>	<i>Median</i>
New Hires, Inexperienced:	\$ 5.75 - \$11.10	\$ 6.00
New Hires, Experienced:	\$ 5.75 - \$11.10	\$ 6.33
3+ Yrs. Experience with Firm:	\$ 6.50 - \$19.50	\$ 8.25

Work Patterns

- 6% of surveyed employers were unionized. This sample size is too small for publication.
- 72% of surveyed employees work full-time and average 41 hours per week.
- 26% work part-time and average 26 hrs. per week.
- 1% work on a temporary basis and average 13 hours per week.
- Employees in this occupation were 63% female and 37% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	15%
Dental Insurance	85%	15%
Vision Insurance	62%	15%
Life Insurance	85%	15%
Paid Sick Leave	77%	23%
Paid Vacation	100%	23%
Retirement Plan	69%	15%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (27,280 – 31,470)
% Job Growth:	15.4%
Growth Rate:	County Average.
New Job Growth:	4,190 (28.6%)
Separations:	10,230 (71.4%)
Total Openings:	14,320 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5812	Eating Places	1,174
5912	Drug Stores & Proprietary Stores	413
5651	Family Clothing Stores	176

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

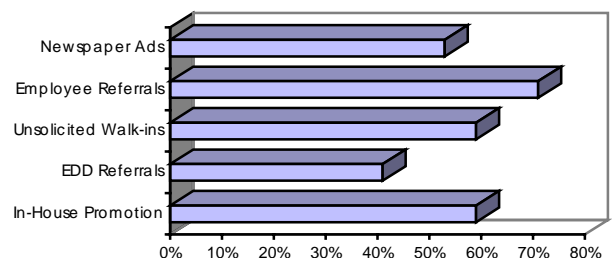
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	50%	50%
Projected Next 3 yrs.	6%	38%	56%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is only 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

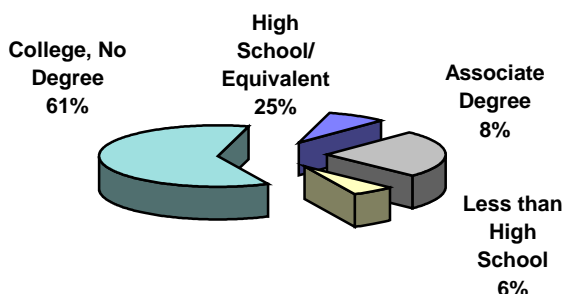
Total Employees Hired:	256	100%
New Permanent Positions:	75	29%
Temporary Positions:	2	2%
Promotions:	93	35%
Separations:	86	33%

RECRUITMENT

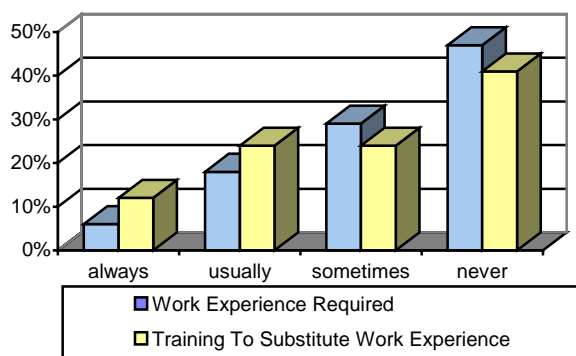


EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employers report 'never' accepting training as a substitute for experience. Acceptable training for **some** employers reported is from 1 to 12 months of in-house or company training, or with a knowledge of menu and computer system. **Many** employers also 'never' require work experience, while some employers require from 1 to 24 months of related work experience, in retail stores or as a cashier.

Computer Software Skills

Few (14%) employers seek applicants with skills in word processing. **Almost all** (86%) employers indicated 'other' software but did not specify the application.

New or Obsolete Skills

Most employers identified new skills, which included maintaining current computer software knowledge and use of latest cash register systems, and having good customer skills. **Few** employers reported manual processing of checks as an obsolete skill.

Employer Comments/Preferences

Personal skills requested included being outgoing and good customer service skills, having reliable transportation and being punctual, and having good personal hygiene.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Cash handling skills (3.00)
 Ability to operate cash/scanning registers (2.80)
 Record keeping skills (2.10)
 Grocery checking skills (2.10)
 Ability to follow check cashing procedures (2.10)
 Bondable (1.90)
 Ability to operate office machines (1.70)
 Bookkeeping skills (1.70)

Personal or Other

Public contact skills (3.00)
 Oral communication skills (2.90)
 Ability to read and follow instructions (2.90)
 Ability to work under pressure (2.80)

Basic

Ability to write legibly (2.70)
 Basic math skills (1.70)

Physical

Ability to stand continuously for 2 or more hours (2.80)

Language

Most surveyed employers required fluency in English.
Many employers prefer bilingual skills in Spanish and **few** prefer language skills in French, Italian, Japanese or other Asian language.

Cashier Programs and Training Providers

Programs

- | C.I.P. Code | Program |
|-------------|--|
| 08.0601 | Food Products Retailing and Wholesaling |
| 08.0799 | Food Products Retailing Wholesaling Operations |
| 52.0803 | Banking and Financial Support Services |

Training Providers

- Coast, North, South Orange County, Rancho Santiago CCDs
- Central, North Orange County, Coastline ROPs
- National Business Review Foundation, Irvine

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs & ROPs www.orangeworks.org

CONSTRUCTION MANAGERS

18 Firms Surveyed with 298 Employees in Occupation

DESCRIPTION

Construction Managers plan, organize, direct, control or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Please do not include general managers of large construction firms.

Alternative Titles: Project Managers

OCCUPATIONAL PROGRESSION

FROM.....TO

General Superintendent, Assist. Director
Foreman, Division/Project/Operations Manager
Construction Manager

Many employers (59%) promote from this position, while **some** (41%) do not promote.

WAGES/BENEFITS

Union & Non-Union Wages, Includes
Tips/Commissions, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$19.18	\$ 15.34
New Hires, Experienced:	\$ 9.00 - \$25.17	\$ 19.18
3+ Yrs. Experience with Firm:	\$11.00 - \$33.56	\$ 22.76

Work Patterns

- 17% of surveyed employers were unionized.
- 97% of surveyed employees work full-time and average 46 hours per week.
- 3% work part-time and average 35 hrs. per week.
- Employees in this occupation were 9% female and 91% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	11%
Dental Insurance	83%	6%
Vision Insurance	56%	6%
Life Insurance	50%	6%
Paid Sick Leave	78%	6%
Paid Vacation	89%	6%
Retirement Plan	89%	11%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Medium (2,300-2,990)
% Job Growth:	30.0%
Growth Rate:	Much Faster than Average.
New Job Growth:	690 (65.1%)
Separations:	370 (34.9%)
Total Openings:	1,060 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
1542	Nonresidential Construction, NEC	168
1541	Industrial Buildings & Warehouses	88
1731	Electrical Work	79
1521	Single Family Housing Construction	74
8711	Engineering Services	43

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

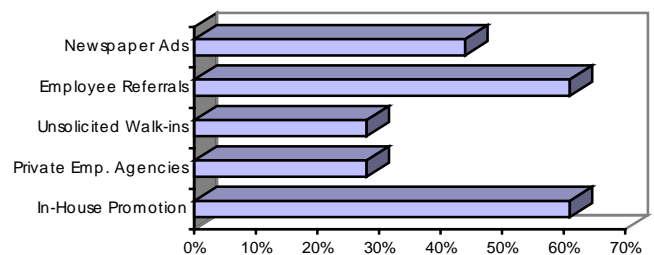
Employment Levels	Decline	Remain Stable	Grow
Past Year	11%	17%	72%
Projected Next 3 yrs.	0%	22%	78%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is also 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	96	100%
New Permanent Positions:	42	44%
Temporary Positions:	3	3%
Promotions:	28	29%
Separations:	23	24%

RECRUITMENT

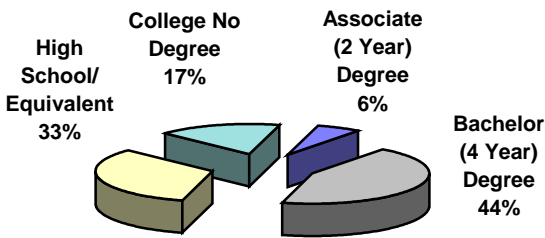


CONSTRUCTION MANAGERS

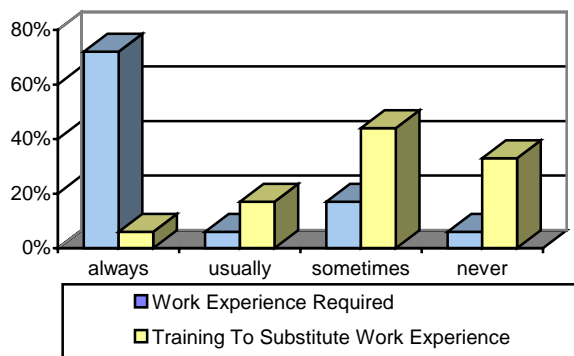
18 Firms Surveyed with 298 Employees in Occupation. OES: 150170

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most employers 'always' require from 12 to 72 months of related work experience including construction worker, drafting, engineering, estimation, repair & maintenance, carpentry, electrical, cable TV or business. **Many** surveyed employers report 'sometimes' accepting training from 1 to 60 months as a substitute for experience. Acceptable training includes construction courses, Hazardous Materials Handling Certification, National Association of Construction Engineering Training, job site manager training, and on-the-job, in-house training.

Computer Software Skills

Many employers seek applicants with skills in word processing (50%) and MS Project (57%), **some** also seek spreadsheet (36%) or database (21%) skills.

New or Obsolete Skills

Few employers identified new skills as a wider range of experience, low voltage cabling, more people skills, enhanced computer knowledge, including drafting and specialized manual editing software. **Few** employers reported manual estimating as an obsolete skill.

Employer Comments/Preferences

Few employers requested specific construction and power tools knowledge, and a good driving record.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Civil engineering skills (3.00)
Understanding of construction terms (3.00)
Understanding of Building Codes (3.00)
Knowledge of OSHA Safety Standards (2.30)
Knowledge of EEO Affirmative Action guidelines (2.20)
Understanding of the collective bargaining process (1.70)
Office management skills (1.70)
Ability to estimate costs and submit bids (1.70)
Landscape site planning skills (1.60)
Ability to hire and assign personnel (1.60)
Possession of a Contractor's License (1.00)

Personal or Other

Oral communication skills (3.00)
Ability to work independently (2.60)
Ability to plan and organize the work of others (1.90)

Basic

Ability to write legibly (1.70)

Physical

None

Language

Almost All surveyed employers required fluency in English.
Many employers prefer bilingual skills in Spanish.

Construction Manager Programs and Training Providers

Programs

C.I.P. Code Program

- 15.1001 Construction/Building Tech/Technician

Training Providers

- Orange Coast CC, CCCD, Costa Mesa
- North Orange County ROP, Anaheim
- Alarm Communications Tech., Anaheim
- Contractors State License Schools, Orange
- Timberline Construction Education Center, Santa Ana

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

DEMONSTRATORS AND PROMOTERS

14 Firms Surveyed with 3,930 Employees in Occupation. OES: 490340

DESCRIPTION

Demonstrators and Promoters demonstrate merchandise and answer questions for the purpose of creating public interest in buying the product. May sell demonstrated merchandise.

Alternative Titles: Sales Persons/Specialists, Advertising, Public Relations, Marketing Assistants

OCCUPATIONAL PROGRESSION

FROM.....TO

Sales/Regional/District Manager, Management, Trainer, Merchandiser, Detailer, Warehouse Supervisor Demonstrator/Promoter

Most employers (79%) promote from this position, while some (21%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 7.46 - \$14.38	\$ 10.00
New Hires, Experienced:	\$ 7.46 - \$20.00	\$ 12.07
3+ Yrs. Experience with Firm:	\$ 7.99 - \$30.00	\$ 15.41

Note: 98% of surveyed employees work part-time.

Work Patterns

- 2% of surveyed employees work full-time and average 46 hours per week.
- 97% work part-time and average 18 hrs. per week.
- Less than 1% work on a temporary/on call basis, and average from 10 to 40 hrs. per week.
- Employees in this occupation were 85% female and 15% male (non-traditional male occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	0%
Dental Insurance	69%	0%
Vision Insurance	54%	0%
Life Insurance	54%	0%
Paid Sick Leave	85%	0%
Paid Vacation	92%	0%
Retirement Plan	54%	7%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (930 - 1,170)
% Job Growth:	25.8%
Growth Rate:	Much Faster than Average.
New Job Growth:	240 (44.4%)
Separations:	300 (55.6%)
Total Openings:	540 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7389	Business Services, NEC	232

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

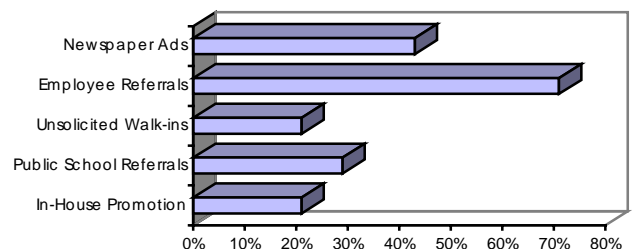
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	21%	79%
Projected Next 3 yrs.	0%	29%	71%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	2,900	100%
New Permanent Positions:	828	29%
Temporary Positions:	597	21%
Promotions:	50	2%
Separations:	1425	49%

RECRUITMENT

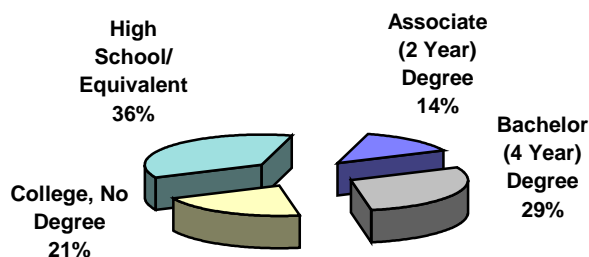


DEMONSTRATORS AND PROMOTERS

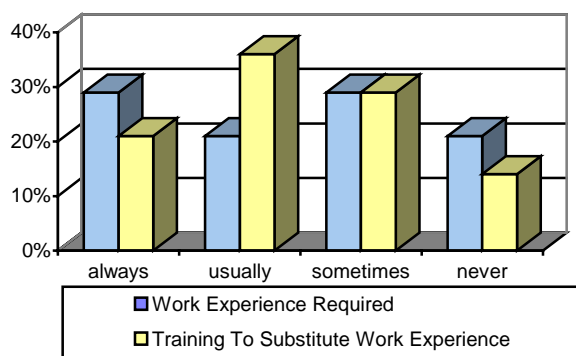
14 Firms Surveyed with 3,930 Employees in Occupation. OES: 490340

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

There were no major differences in employer preferences between training and experience. **Some** surveyed employers report 'sometimes, usually or always' accepting training from 1 to 24 months as a substitute for experience. Acceptable training ranges from in-house, company, on-site to company software installation, industrial or an Associate (2 yr.) Degree. **Some** employers also 'always, usually or sometimes' require from 6 to 60 months of related work experience in retail sales, customer service, hotels, distribution, telephone use, public contact or computer technology related work.

Computer Software Skills

Many (46%) employers seek applicants with word processing skills and **some** seek spreadsheet or database (38%), or desktop publishing (31%) applications. **Most** (62%) employers indicated 'other' as e-mail, data entry, Office97, Windows98 or Windows NT.

New or Obsolete Skills

Most employers identified new skills as customer service and interpersonal skills, computer, technology, networking systems & Internet use. **Few** employers reported DOS based applications as obsolete skills.

Employer Comments/Preferences

Skills requested were presentable attire, a good attitude, willingness to work part-time, and knowledge of the market place.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

- Verbal presentation skills (3.00)
- Demonstrate knowledge of specific products (3.00)
- Completion of company training (3.00)
- Ability to maintain an appointment calendar (2.40)
- Sales skills (2.40)

Personal or Other

- Public contact skills (3.00)
- Ability to work under pressure (2.00)
- Ability to write legibly (1.10)
- Ability to (1.90)

Basic

- Basic math skills (3.00)
- Ability to read and follow instructions (3.00)

Physical

- Possession of good color perception (3.00)
- Good physical condition (2.00)

Language

All surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish.

Demonstrators & Promoters Programs and Training Providers

Programs

C.I.P. Code	Program
8.0103	Fashion Modeling
8.0299	Business Personal Services, Marketing
8.0706	General Selling Skills and sales Operations
8.0809	Home Products Marketing Operations

Training Providers

- Saddleback College, South County CCD
- Central County & Coastline ROPs
- Barbizon School of Modeling, Los Alamitos
- Career Management Institute, Orange
- The Models Center, Costa Mesa

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

DESIGNERS, Except Interior Designers

15 Firms Surveyed with 77 Employees in Occupation

DESCRIPTION

Designers, except Interior Designers design or arrange objects and materials to achieve artistic or decorative effects for apparel or other commercial items. May also create, mark out, or draw designs for items such as furniture and machinery (product design). Designers are generally categorized according to articles or products designed, such as Clothes Designers, Industrial Designers, or according to type of design work, such as Embroidery Designers. Include Layout Artists.

Alternative Titles: Clothing/ Floral/ Food Service Facility/ Graphic/ Industrial Designers, Assistant Designers, Illustrators

OCCUPATIONAL PROGRESSION

FROM.....TO

Brand Manager, Department Manager
Head Designer, Marketing, Department Supervisor

Designers

Most employers (53%) promote from this position, while some (47%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$15.00	\$10.66
New Hires, Experienced:	\$ 6.90 - \$31.17	\$13.21
3+ Yrs. Experience with Firm:	\$12.00 - \$48.00	\$16.50

Work Patterns

- 97% of surveyed employees work full-time and average 44 hours per week.
- 3% work part-time and average 30 hrs. per week.
- 0% surveyed work on a temporary basis.
- Employees in this occupation were 57% female and 43% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	0%
Dental Insurance	67%	0%
Vision Insurance	58%	0%
Life Insurance	58%	0%
Paid Sick Leave	83%	0%
Paid Vacation	100%	0%
Retirement Plan	58%	0%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (1,520-1,760)
% Job Growth:	15.8%
Growth Rate:	County Average.
New Job Growth:	240 (60.0%)
Separations:	160 (40.0%)
Total Openings:	400 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5992	Florists	53
7389	Business Services	28
5199	Non-Durable Goods	18
5023	Home Furnishings	10
8711	Engineering Services	9
8712	Architectural Services	8

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

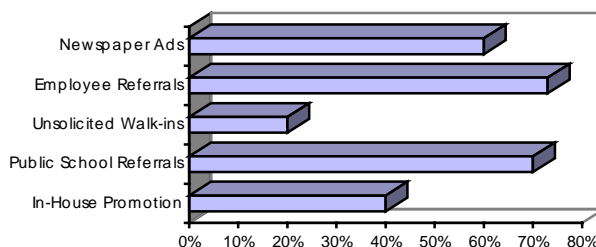
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	53%	47%
Projected Next 3 yrs.	0%	40%	60%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	29	100%
New Permanent Positions:	14	48%
Temporary Positions:	0	0%
Promotions:	5	17%
Separations:	10	34%

RECRUITMENT

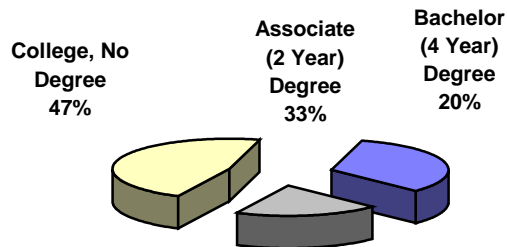


DESIGNERS, Except Interior Designers

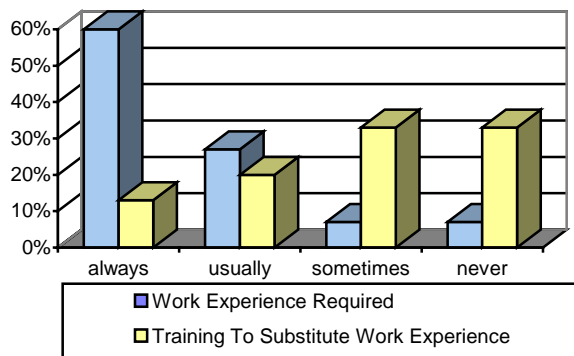
15 Firms Surveyed with 77 Employees in Occupation. OES: 490340

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers 'always' require from 9 to 78 months of work experience in designing, art, paste-up, patterns/sketching, illustration, clothing/food service/ floral design, or as a buyer or jeweler. **Some** surveyed employer's report 'never' accepting training as a substitute for experience, however an equal number will 'sometimes' accept training from 2 to 72 months, as an internship, in house, on-the-job training, a design or certificate/fine arts degree program through a school of design /fashion/ marketing or silk floral training.

Computer Software Skills

Many (53%) employers seek applicants with desktop publishing skills, however **almost all** (80%) seek 'other' including, CAD software, Corel Draw, Freehand, PhotoShop, Illustrator, Quark Express & specialized Apparel Masters & Jewelry Systems Softgem programs.

New or Obsolete Skills

Most employers identified new skills, which included web page design, computer aided design & understanding consumer needs. **Few** employers reported manual drawing or drafting and paste up as an obsolete skill.

Employer Comments/Preferences

Ability to work in a group, knowledge of the print industry and ability to use a computer for design work.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

Layout and Detail Skills (2.90)
Graphic Arts Skills (2.90)
Ability to Apply Marketing Techniques (2.90)
Apparel Designing Skills (2.40)
Ability to Prepare Displays (2.00)
Freehand Lettering Skills (1.60)
Industrial Design Skills (1.60)

Personal

Creativity (2.90)
Ability to work independently (2.90)
Oral Communication Skills (2.70)
Ability to Write Effectively (2.40)
Ability to Concentrate for Long Periods of Time (1.60)

Basic

Ability to read and follow instructions (3.00)

Physical

Good Color Perception (2.70)

Language

Almost All surveyed employers required fluency in English. **Few** employers prefer bilingual skills in Spanish, Italian, Chinese Japanese or Vietnamese.

Designer Programs and Training Providers

Programs

C.I.P. Code Program

- 08.0503 Floristry, Marketing Operations
- 50.0401 Design & Visual Communications
- 50.0402 Graphic Design, Commercial Art & Illustration
- 50.0404 Industrial Design
- 50.0407 Fashion Design & Illustration
- 50.0499 Design & Applied Arts, Other
- 50.0502 Technical Theater/Theater Design

Training Providers

- U.C. Irvine Extension, Coast, North, South Orange County and Rancho Santiago CCDs
- North Orange County & Coastline ROPs
- Adult Cont. Ed., North & R.S.A. CCDs
- Fashion Institute, Costa Mesa
- Wolden Multimedia Institute, Anaheim

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

DIETITIANS AND NUTRITIONISTS

15 Firms Surveyed with 42 Employees in Occupation. OES: 325210

DESCRIPTION

Dietitians and Nutritionists organize, plan, and conduct food service or nutritional programs to assist in promotion of health and control of disease. They may administer activities of department providing quantity food service. They may plan, organize, and conduct programs in nutritional research.

Alternative Titles: Registered or Clinical Dietitian, Dietary Consultant, Food Service Manager, Project Nutritionist, Health Educator.

OCCUPATIONAL PROGRESSION

FROM.....TO
 Charter Dietitian, Director Food Services
 Health Educator, Clinical Nutrition Manager
 Dietitians and Nutritionists
Most employers (64%) promote from this position, while some (36%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$10.00 - \$19.00	\$ 15.24
New Hires, Experienced:	\$ 8.06 - \$26.00	\$ 18.00
3+ Yrs. Experience with Firm:	\$10.00 - \$40.00	\$ 20.00

Work Patterns

- 57% of surveyed employees work full-time and average 40 hours per week.
- 33% work part-time and average 25 hrs. per week.
- 10% work on a temporary basis and average 8 hours per week.
- Employees in this occupation were 95% female and 5% male (non-traditional male occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	27%
Dental Insurance	93%	27%
Vision Insurance	80%	20%
Life Insurance	87%	20%
Paid Sick Leave	93%	27%
Paid Vacation	93%	27%
Retirement Plan	80%	27%
Child Care	20%	7%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (380 - 430)
% Job Growth:	13.2%
Growth Rate:	Slower than County Average.
New Job Growth:	50 (38.5%)
Separations:	80 (61.5%)
Total Openings:	130 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8011	Offices & Clinics of Medical Doctors	10
8062	General Medical & Surgical Hospital	7
9030	Local Government	4
8063	Psychiatric Hospitals	0

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

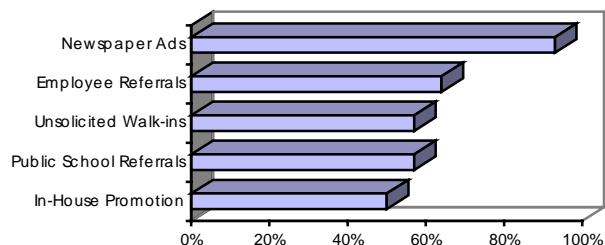
Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	80%	13%
Projected Next 3 yrs.	0%	67%	33%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is 'not difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	13	100%
New Permanent Positions:	4	31%
Temporary Positions:	1	8%
Promotions:	5	38%
Separations:	3	23%

RECRUITMENT

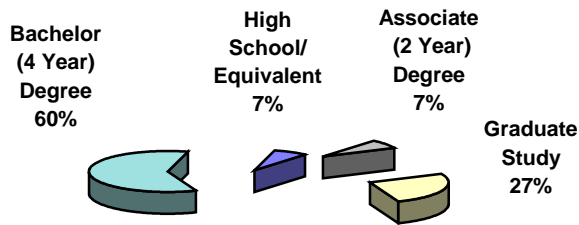


DIETITIANS AND NUTRITIONISTS

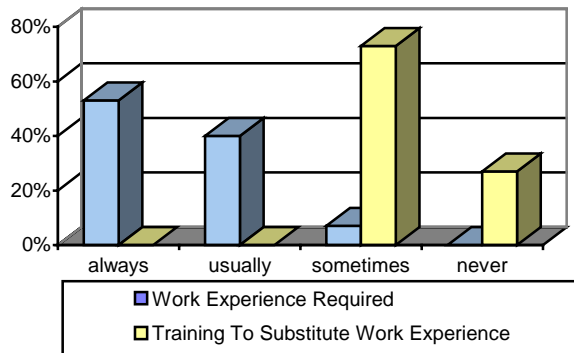
15 Firms Surveyed with 42 Employees in Occupation. OES: 325210

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most surveyed employer's report 'sometimes' accepting training from 9 to 48 months as a substitute for experience. Acceptable training reported ranges from a Nutrition /Dietitian license/ certification, equivalent B. A. degree, Registered Dietitian status, or membership of the American Dietetic Assoc. or related licensed health care worker. **Many** employers also 'always' require from 1 to 12 months of related work experience, in the health care profession, in-house company training or a clinical dietitian internship.

Computer Software Skills

Most (60%) employers seek applicants with skills in word processing and **some** (27%) spreadsheet applications. **Many** (47%) employers indicated 'other' (food service and nutrition analysis) software skills were sought.

New or Obsolete Skills

Most employers identified new skills, which included computer, cross-cultural, consultation, out patient nutrition counseling, child care program and public speaking skills, and knowledge of nutrition facts. **Few** employers reported bedside nutrition counseling as an obsolete skill.

Employer Comments/Preferences

Personal skills included the ability to be flexible and adaptable with good communication skills.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Understanding diet and nutrition (3.00)
Registered Dietitian status (3.00)
Knowledge of microbiology (3.00)
Knowledge of food science (2.40)
Knowledge of disease processes (2.40)
Menu planning skills (2.40)
Record keeping skills (2.40)
Knowledge of organic chemistry (2.00)
Ability to write technical material (2.00)
Knowledge of physiology (1.70)
Library research skills (1.50)

Personal

Ability to work independently (3.00)
Counseling Skills (2.30)
Ability to interview others for information (2.30)
Ability to plan and organize the work of others (1.90)

Basic

None

Physical

None

Language

All surveyed employers required fluency in English. **Many** employers prefer bilingual skills in Spanish and **few** prefer language skills in Tagalog.

Dietetic & Nutrition Programs and Training Providers

Programs

- | C.I.P. Code | Program |
|-------------|--------------------------------------|
| 19.0501 | Foods and Nutrition Studies |
| 19.0502 | Foods and Nutrition Sciences |
| 19.0503 | Dietetics/Human Nutritional Services |
| 19.0505 | Food Systems Administration |
| 19.0599 | Foods and Nutrition Studies, Other |

Training Providers

- Coastline, North & South Orange County CCDs
- California State University Long Beach

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

DRIVERS / SALES WORKERS

16 Firms Surveyed with 260 Employees in Occupation. OES: 971170

DESCRIPTION

Drivers / Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins and to refill and service vending machines. Please include newspaper delivery drivers.

Alternative Titles: Route Drivers/Salesmen, Sales Representatives, Deliverers and Truck Drivers

OCCUPATIONAL PROGRESSION

FROM.....TO
Sales Supervisor/Distribution Manager,
Warehouse/Counter Work, Cashier, Mechanic
Driver/Sales Worker
Almost all employers (94%) promote from this position, while **few** (6%) do not promote.

WAGES/BENEFITS

Non-Union Wages, (Incl. Tips) Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$ 9.00	\$ 7.25
New Hires, Experienced:	\$ 6.00 - \$12.25	\$ 8.72
3+ Yrs. Experience with Firm:	\$ 8.18 - \$15.69	\$12.50

Union Wages, (Inc. Tips) Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$10.36 - \$22.49	\$12.34
New Hires, Experienced:	\$11.51 - \$22.49	\$17.26
3+ Yrs. Experience with Firm:	\$18.10 - \$29.68	\$22.10

Work Patterns

- 31% of surveyed employers were unionized.
- 95% of surveyed employees work full-time and average 49 hours per week.
- 5% work part-time and average 42 hrs. per week.
- 0% surveyed employees work on a temporary basis.
- Employees in this occupation were 2% female and 98% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	8%
Dental Insurance	92%	8%
Vision Insurance	54%	8%
Life Insurance	77%	8%
Paid Sick Leave	92%	0%
Paid Vacation	100%	0%
Retirement Plan	62%	8%
Child Care	8%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (4,400 - 5,130)
% Job Growth:	16.6%
Growth Rate:	Faster than County Average.
New Job Growth:	730 (49.9%)
Separations:	760 (50.1%)
Total Openings:	1,490 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5812	Eating Places	237
5149	Groceries & Related Products	91
7389	Business Services	74
5963	Direct Selling Establishments	56
5181	Beer & Ale	54

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

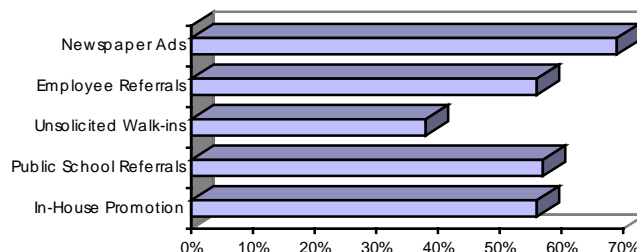
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	56%	44%
Projected Next 3 yrs.	0%	38%	63%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	66	100%
New Permanent Positions:	17	26%
Temporary Positions:	2	3%
Promotions:	16	24%
Separations:	31	47%

RECRUITMENT

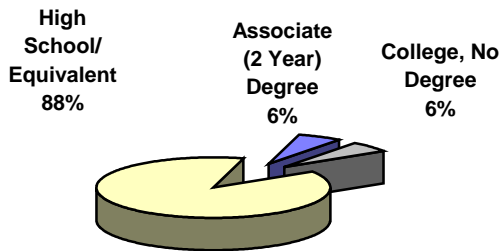


DRIVERS / SALES WORKERS

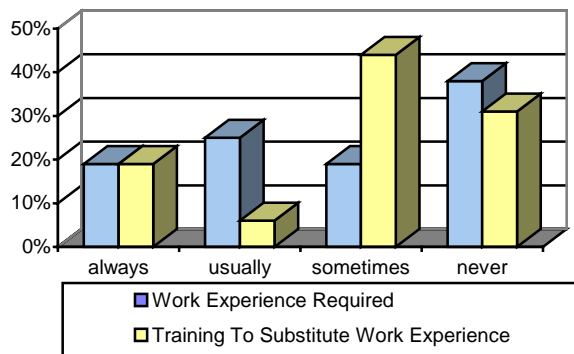
16 Firms Surveyed with 260 Employees in Occupation. OES: 971170

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employers report 'sometimes' accepting from 1 to 24 months of training as a substitute for experience. Acceptable training ranges from in-house, on-the-job company training, customer service training, warehousing, hazardous materials drivers' license or equivalent certified driver training. **Some** employers reported 'never' accepting training as a substitute for experience. **Many** employers 'sometimes' require from 1 to 60 months of related work experience, including route sales, retail sales, grocery clerking, equipment operation or having a class 'A' license.

Computer Software Skills

Few (7%) employers seek applicants with word processing skills, no other preferences were identified.

New or Obsolete Skills

All employers indicated there were no new skills or obsolete skills for this occupation.

Employer Comments/Preferences

Personal skills requested were to be flexible and have a good appearance.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Possession of a valid Class A drivers license (2.50)
Record keeping skills (2.40)
Understanding inventory techniques (1.70)
Bondable (1.20)
Automotive maintenance & minor repair skills (0.70)
Knowledge of local streets (0.70)
Map reading skills (0.70)

Personal

Possession of a good DMV driving record (2.80)
Ability to work independently (2.60)
Customer service skills (2.60)
Ability to work outdoors in all conditions (2.60)

Basic

Ability to read and follow instructions (2.80)
Oral communication skills (2.70)

Physical

Ability to pass pre-employment medical examination (2.50)

Language

Most surveyed employers required fluency in English.
Many employers prefer bilingual skills in Spanish.

Drivers / Sales Workers Programs and Training Providers

Programs

C.I.P. Code Program

- 08.0705 General Retailing Operations
- 08.0706 General Selling Skills & Sales Operations

Training Providers

- Coastline CCD, Costa Mesa
- Career Management Institute, Orange
- Computer Education Institute, Orange

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

ELECTRICAL AND ELECTRONIC ASSEMBLERS

16 Firms Surveyed with 600 Employees in Occupation

DESCRIPTION

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wirers, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electronic Sign Assemblers, and Electrical and Electronic Subassemblers.

Alternative Titles: Hand Solderer Assemblers, Component/Electronic/Mechanical Assemblers.

OCCUPATIONAL PROGRESSION

FROM.....TO
 Purchasing/Product Manager
 Inspector, Supervisor/Test Technician
 Electrical/Electronic Assemblers
Almost all employers (88%) promote from this position, while **few** (12%) do not promote.

WAGES/BENEFITS

Union and Non-Union & Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$10.00	\$ 6.25
New Hires, Experienced:	\$ 5.90 - \$12.50	\$ 7.50
3+ Yrs. Experience with Firm:	\$ 6.00 - \$15.00	\$ 9.00

Note: Reported Union employer sample size was not large enough for publication.

Work Patterns

- 6% of surveyed employers were unionized.
- 92% of surveyed employees work full-time and average 40 hours per week.
- 1% work part-time and average 21 hrs. per week.
- 7% work on a temporary basis and average 40 hours per week.
- Employees in this occupation were 46% female and 55% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	0%
Dental Insurance	77%	0%
Vision Insurance	54%	8%
Life Insurance	69%	0%
Paid Sick Leave	46%	0%
Paid Vacation	92%	0%
Retirement Plan	62%	0%
Child Care	15%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (5,930-7,000)
% Job Growth:	18.0%
Growth Rate:	Faster than County Average.
New Job Growth:	1,070 (50.9%)
Separations:	1,030 (49.1%)
Total Openings:	2,100 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
3672	Printed Circuit Boards	423
3679	Electronic Components	167
3674	semiconductors & Related Devices	148
3675	Household Auto & Video Equipment	97
3625	Relays & Industrial Controls	60
3643	Current-Carrying Wiring Devices	57

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

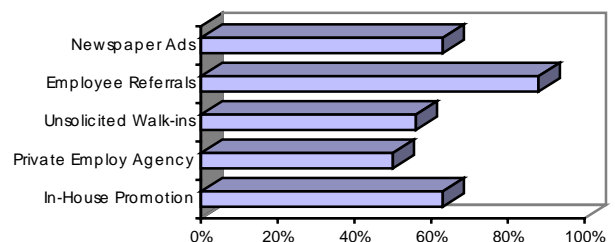
Employment Levels	Decline	Remain Stable	Grow
Past Year	19%	38%	44%
Projected Next 3 yrs.	6%	19%	75%

Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is slightly harder, or 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	321	100%
New Permanent Positions:	74	23%
Temporary Positions:	56	17%
Promotions:	115	36%
Separations:	76	24%

RECRUITMENT

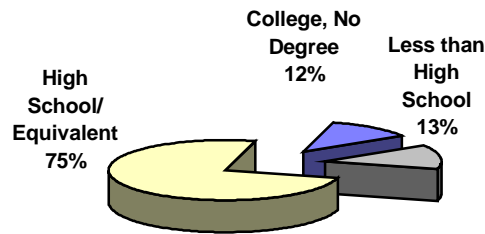


ELECTRICAL AND ELECTRONIC ASSEMBLERS

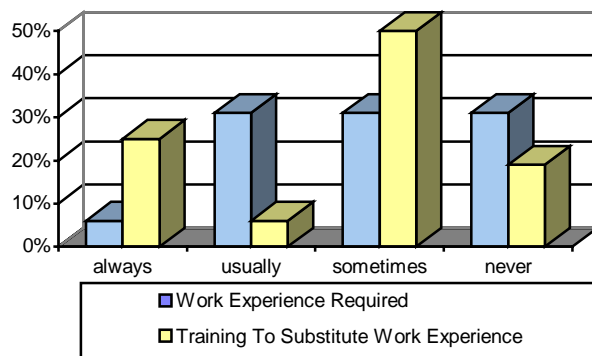
16 Firms Surveyed with 600 Employees in Occupation OES: 939050

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employers report 'sometimes' accepting training from 1 to 36 months as a substitute for experience. Acceptable training reported ranges from on-the-job or in-house training, soldering & schematics, or any assembly or related electrical or electronic training experience. **Some** employers either 'usually' or 'sometimes' require from 6 to 24 months of related work experience, in soldering, electronic or electro-mechanical assembly or related technical field.

Computer Software Skills

Almost all employers reported no computer skills were required for this occupation. A few employers indicated CC controller software as a preferred application skill.

New or Obsolete Skills

Few employers indicated new skills such as surface mount technology and fluency in reading and writing English. **Few** employers reported automation of assembly work & coil hand wiring will decrease future staff needs.

Employer Comments/Preferences

Personal skills included legal residency, no felony record, honesty, being trustworthy, having a valid drivers license and transportation, good appearance and ability to work with others.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Electronic component and product assembly skills (2.10)
Understanding electrical circuitry (1.80)
Soldering skills (1.80)
Understanding military specifications (1.80)
Ability to read schematics (1.50)
Ability to read blueprints (1.20)

Personal

Ability to perform routine, repetitive work (2.90)
Willingness to work with close supervision (2.40)

Basic

Ability to work rapidly (3.00)
Ability to read and follow instructions (2.90)

Physical

Good hand-eye coordination (3.00)
Good Vision (2.90)
Manual dexterity (1.00)

Language

Many surveyed employers required fluency in English.
Few employers prefer bilingual skills in any other language, including Vietnamese.

Electrical and Electronic Assembler Programs and Training Providers

Programs

C.I.P. Code	Program
• 47.0101	Electrical and Electronic Equipment Installer
• 47.0103	Communications Systems Installer and Repairer

Training Providers

- A & V Technical School, Anaheim
- Casa Real Learning Center, Santa Ana
- Goodwill Industries of Orange County, Santa Ana
- Practical Schools, Anaheim
- Southern California Institute of Technology, Anaheim

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

ELECTRICIANS

15 Firms Surveyed with 748 Employees in Occupation. OES: 872020

DESCRIPTION

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Please include Protective Signal Installers and Repairers and Street Light Servicers.

Alternative Titles: Apprentice, Journeyman, Inside Wireman, Class A Wireman, Traffic Signal Maintenance.

OCCUPATIONAL PROGRESSION

FROM.....TO

Division Manager, Project Foreman
Foreman, Journeyman

Electricians, Apprentice

Almost all employers (93%) promote from this position, while **few** (7%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 8.00 - \$13.00	\$ 11.13
New Hires, Experienced:	\$ 7.50 - \$23.50	\$ 14.63
3+ Yrs. Experience with Firm:	\$13.50 - \$27.50	\$ 18.13

Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 9.00 - \$20.59	\$ 10.00
New Hires, Experienced:	\$13.00 - \$27.45	\$ 19.00
3+ Yrs. Experience with Firm:	\$16.00 - \$27.45	\$ 20.00

Work Patterns

- 47% of surveyed employers are unionized.
- 95% of surveyed employees work full-time and average 40 hours per week.
- 5% work on a seasonal basis and average 40 hours per week.
- Employees in this occupation were 1% female and 99% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	14%
Dental Insurance	79%	7%
Vision Insurance	64%	14%
Life Insurance	86%	14%
Paid Sick Leave	29%	7%
Paid Vacation	57%	7%
Retirement Plan	79%	14%
Child Care	7%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (3,520-4,190)
% Job Growth:	19.0%
Growth Rate:	Faster than County Average.
New Job Growth:	670 (53.3%)
Separations:	580 (46.7%)
Total Openings:	1,250 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
1731	Electrical Work	513
3669	Communications Equipment	33
7382	Security Systems Service	20

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

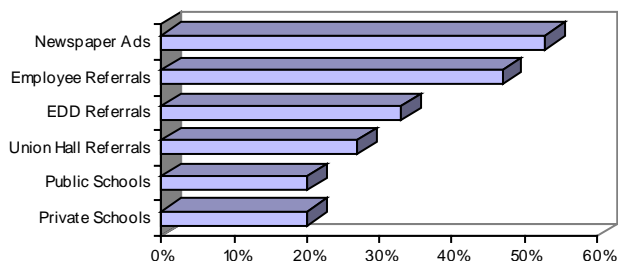
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	7%	93%
Projected Next 3 yrs.	0%	14%	86%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is easier - 'a little difficult', to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	229	100%
New Permanent Positions:	126	55%
Temporary Positions:	50	22%
Promotions:	14	6%
Separations:	39	17%

RECRUITMENT

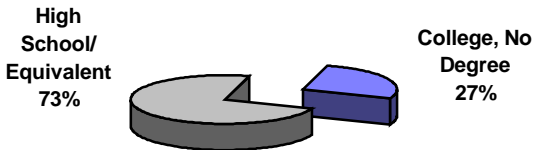


ELECTRICIANS

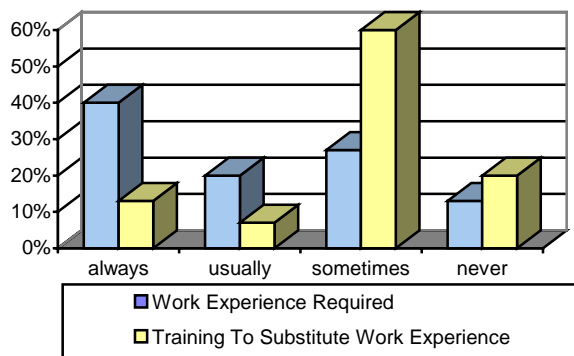
15 Firms Surveyed with 748 Employees in Occupation. OES: 872020

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers report 'sometimes' accepting training from 6 to 60 months as a substitute for experience. Acceptable training ranges from on-the-job, company, apprenticeship or accepted trade school training, or related construction/electrical training /apprenticeship. **Some** employers also 'always' require from 6 to 60 months of related work experience, as an electrician, electrical helper, carpenter or plumber.

Computer Software Skills

Few (18%) employers seek applicants with spreadsheet or word processing skills and less seek database skills (9%). **Almost all** (82%) employers indicated no computer skills were required.

New or Obsolete Skills

Few employers identified new skills, which included a greater need of knowledge of relevant electrical and wiring codes, and the ability to read blueprints on highly technical computer programs.

Employer Comments/Preferences

Personal skills requested included having own transportation to project sites, a good driving record, being ethical, honest, having a good appearance, ambition and a willingness to work.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Ability to install electrical equipment (2.10)
Ability to read blueprints (2.10)
Cost estimating skills (2.10)
Soldering skills (2.10)
Ability to repair electrical systems (2.10)
Understanding electrical circuitry (1.90)
Understanding building codes (1.90)
Ability to operate electrical testing equipment (1.70)

Personal

Mechanical aptitude (2.80)
Ability to provide own handtools (2.80)

Basic

Ability to read and follow instructions (3.00)
Ability to write legibly (2.10)

Physical

Good color perception (1.70)
Ability to crawl under buildings (1.70)

Language

Almost all surveyed employers required fluency in English. **Many** employers prefer bilingual skills in Spanish and **few** prefer language skills in Vietnamese.

Electricians Programs and Training Providers

Programs

- | C.I.P. Code | Program |
|-------------|---|
| 46.0301 | Electrical and Power Transmission Installer |
| 46.0302 | Electrician |
| 49.0306 | Marine Maintenance & Ship Repair |

Training Providers

- Rancho Santiago CCD, Santa Ana
- North Orange County ROP, Anaheim
- Adult Cont. Education, (NOCCD), Wilshire, Fullerton and Yorba Linda
- Alarm Communications Tech

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

MAIDS AND HOUSEKEEPING CLEANERS

15 Firms Surveyed with 440 Employees in Occupation. OES: 670020

DESCRIPTION

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

Alternative Titles: Room Attendants and Laundry Attendants

OCCUPATIONAL PROGRESSION

FROM.....TO
Sales, Inspector, Management Assistant
Maintenance Supervisor, Banquet Server, Front Desk
Maids and House Cleaners
Most employers (73%) promote from this position, while some (27%) do not promote.

WAGES/BENEFITS

Union and Non-Union & Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$10.57	\$ 6.25
New Hires, Experienced:	\$ 5.75 - \$11.04	\$ 6.25
3+ Yrs. Experience with Firm:	\$ 5.75 - \$11.51	\$ 7.28

Note: Union surveyed sample was too small for publication.

Work Patterns

- 7% of surveyed employers were unionized.
- 94% of surveyed employees work full-time and average 42 hours per week.
- 6% work part-time and average 24 hrs. per week.
- Employees in this occupation were 90% female and 10% male (non-traditional male occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	10%
Dental Insurance	100%	10%
Vision Insurance	100%	10%
Life Insurance	100%	10%
Paid Sick Leave	80%	10%
Paid Vacation	100%	10%
Retirement Plan	80%	10%
Child Care	10%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (7,610-8,580)
% Job Growth:	12.7%
Growth Rate:	Slower than County Average.
New Job Growth:	970 (53.3%)
Separations:	870 (46.7%)
Total Openings:	1,840 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7011	Hotels and Motels	490
7349	Building Maintenance Services	163
8062	General Medical & Surgical Hospital	50
8741	Management Services	41

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

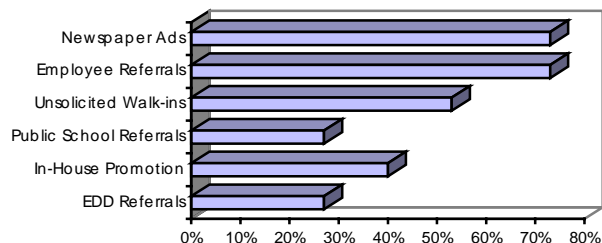
Employment Levels	Decline	Remain Stable	Grow
Past Year	13%	60%	27%
Projected Next 3 yrs.	0%	67%	33%

Employers report it is not easy or 'a little difficult' to find experienced applicants who meet their hiring standards. It is also not easy or 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	62	100%
New Permanent Positions:	10	16%
Temporary Positions:	2	3%
Promotions:	6	10%
Separations:	44	71%

RECRUITMENT

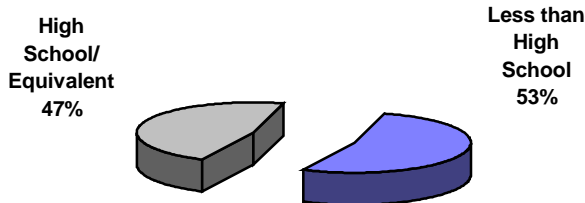


MAIDS AND HOUSEKEEPING CLEANERS

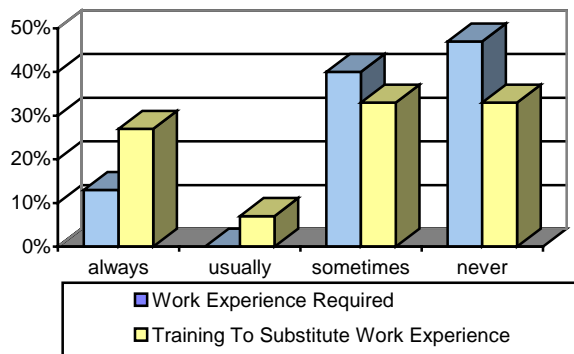
15 Firms Surveyed with 440 Employees in Occupation. OES: 670020

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers 'never' require previous work experience, some 'sometimes' require from 1 to 17 months of related work experience as a hotel room attendant, laundry or general housekeeping work. **Some** surveyed employers 'always' accept training from 1 to 3 months as a substitute for experience, either in-house, company, R.O.P. or related maintenance, cooking or housekeeping training.

Computer Software Skills

Almost all (92%) employers surveyed indicated no need for computer skills, **few** (9%) seek word processing application skills.

New or Obsolete Skills

Few employers identified new skills, which include communication, perform as member of a team, ability to work alone without supervision. **Few** employers reported the need for supervision as an obsolete skill.

Employer Comments/Preferences

Personal skills were reliability, able to follow directions, able to get along with others, good attendance, neatness, good hygiene, willingness to work, be trained, and follow procedures.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Ability to implement safe work practices (2.80)
Understanding fire safety and prevention practices (2.30)
Understanding cleaning compounds and solutions (2.20)
Ability to operate a commercial vacuum cleaner (0.80)
Ability to administer first aid (0.80)
Bondable (0.70)
Record keeping skills (0.70)

Personal

Ability to work independently (3.00)
Ability to follow oral instructions (3.00)
Willingness to work with close supervision (2.10)
Possession of a reliable vehicle (1.10)

Basic

Ability to read and follow instructions (2.30)

Physical

Ability to stand for prolonged periods (2.80)
Pass a pre-employment physical examination (2.10)

Language

Many surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish or any other language.

Maids & Housekeeping Cleaners Programs and Training Providers

Programs

C.I.P. Code Program

- 20.0601 Custodial Housekeeping and Home Services
- 20.0604 Custodian/Caretaker
- 20.0605 Executive Housekeeper

Training Providers

- Cypress Community College Cypress
- Coastline ROP, Costa Mesa
- Casa Real Learning Center, Santa Ana
- Gerontology Training Institute, Westminster

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

MAINTENANCE REPAIRERS – General Utility

16 Firms Surveyed with 181 Employees in Occupation. OES: 851320

DESCRIPTION

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Alternative Titles: Service Technician, Maintenance Mechanics/ Technicians/ Engineers.

OCCUPATIONAL PROGRESSION

FROM.....TO

Maintenance Chief, Facility Director, Chief Engineer
Skilled Electrician, Desk Attendant, Lead, Supervisor
Maintenance/General Utility

Most employers (69%) promote from this position, while some (31%) do not promote.

WAGES/BENEFITS

Union and Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$12.52	\$ 9.00
New Hires, Experienced:	\$ 6.50 - \$25.00	\$ 11.59
3+ Yrs. Experience with Firm:	\$ 7.15 - \$25.00	\$ 14.49

Work Patterns

- 19% of surveyed employers are unionized.
- 95% of surveyed employees work full-time and average 40 hours per week.
- 2% work part-time and average 18 hrs. per week.
- 3% work on a temporary or seasonal basis and average 40 - 27 hours per week respectively.
- Employees in this occupation were 1% female and 99% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	93%	14%
Dental Insurance	93%	14%
Vision Insurance	86%	14%
Life Insurance	79%	14%
Paid Sick Leave	79%	21%
Paid Vacation	93%	21%
Retirement Plan	71%	14%
Child Care	7%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (11,340-13,410)	
% Job Growth:	17.3%	
Growth Rate:	Faster than County Average.	
New Job Growth:	1,980	(53.1%)
Separations:	1,750	(46.9%)
Total Openings:	3,730	(100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8211	Elementary & Secondary Schools	277
6531	Real Estate Agents & Managers	130
7996	Amusement Parks	113
7011	Hotels & Motels	108
7389	Business Services	84

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

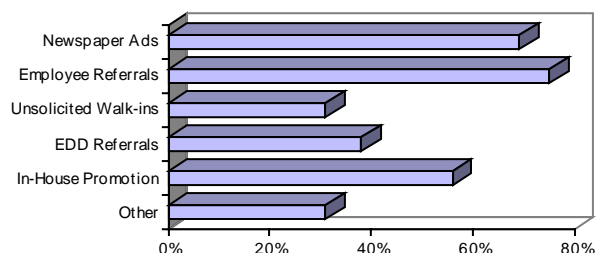
Employment Levels	Decline	Remain Stable	Grow
Past Year	13%	69%	19%
Projected Next 3 yrs.	0%	44%	56%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is easier, 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	31	100%
New Permanent Positions:	3	10%
Temporary Positions:	3	10%
Promotions:	11	35%
Separations:	14	45%

RECRUITMENT

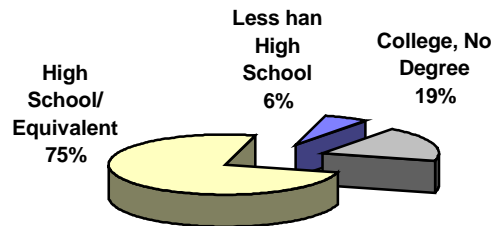


MAINTENANCE REPAIRERS – General Utility

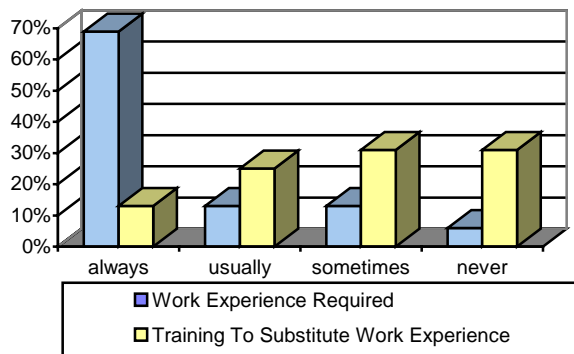
16 Firms Surveyed with 181 Employees in Occupation. OES: 851320

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most employers 'always' require from 12 to 60 months of related work experience, including facility maintenance, general construction, hotel or restaurant work, journeyman, service & repair, basic plumbing, carpentry, electrical, air conditioning or hydraulic maintenance. **Some** surveyed employer's will never accept training as a substitute for experience, while an equal number will 'usually' or 'sometimes' accept training. Accepted training is from 3 to 60 months in an apprenticeship program, in-house training, on-the-job, trade school or ROP training. Certification in carpentry, plumbing, air conditioning or as an electrician is acceptable.

Computer Software Skills

Few (7%) employers seek word processing, database, programming or light typing skills.

New or Obsolete Skills

Most employers identified new skills as cross training in specialties, including plumbing, electrical, carpentry and air conditioning, electronics and computers. **Few** employers reported boiler work or other old equipment use as obsolete skills.

Employer Comments/Preferences

Personal skills were ability to read blue prints and schematics, organize and prioritize tasks, and excellent customer service skills.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Ability to operate power hand tools (2.70)
Electrical and/or plumbing skills (2.50)
Completion of company training (2.00)
Welding skills (2.00)
Carpentry and/or Painting skills (1.80)
Ability to do cement work (1.80)
Ability to install and repair heating and air conditioning systems (1.80)

Personal

Ability to work independently (3.00)
Willingness to work nights, weekends, and holidays (2.60)
Ability to work under pressure (2.50)
Ability to maintain good customer relations (2.40)
Ability to provide own hand tools (1.90)

Basic

Ability to read and follow instructions (3.00)
Basic math skills (3.00)

Physical

Ability to crawl under buildings (2.20)

Language

Most surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish.

Maintenance & Utility Worker Programs and Training Providers

Programs

C.I.P. Code	Program
• 46.0401	Building, Property and Maintenance Manager.

Training Providers

- Adult Cont. Education, (NOCCD), Fullerton-Wilshire, Fullerton and Yorba Linda, Yorba Linda.
- Timberline Construction Education Center, Santa Ana.

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

PAINTERS, PAPERHANGERS-Construction and Maintenance

15 Firms Surveyed with 791 Employees in Occupation. OES: 874020

DESCRIPTION

Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Alternative Titles: Journeyman, Foreman, Sprayers, Apprentice, and Painters Helper

OCCUPATIONAL PROGRESSION

FROM.....TO

Estimator, Chief Building Maintenance

Journeyman, Foreman, Supervisor

Painters, Paperhangers & Construction Maintenance

Most employers (73%) promote from this position, while **some** (27%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$20.00	\$ 8.50
New Hires, Experienced:	\$ 8.00 - \$25.00	\$ 12.00
3+ Yrs. Experience with Firm:	\$10.00 - \$30.00	\$ 14.45

Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$11.25	\$ 6.00
New Hires, Experienced:	\$ 8.00 - \$20.00	\$ 16.00
3+ Yrs. Experience with Firm:	\$13.00 - \$27.50	\$ 22.00

Work Patterns

- 33% of surveyed employers are unionized.
- 89% of surveyed employees work full-time and average 41 hours per week.
- 1% work part-time and average 40 hrs. per week.
- 10% work on a temporary or seasonal basis and average from 20 - 45 hours per week.
- Employees in this occupation were 3% female and 97% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	83%	8%
Dental Insurance	67%	8%
Vision Insurance	42%	8%
Life Insurance	58%	8%
Paid Sick Leave	42%	8%
Paid Vacation	50%	8%
Retirement Plan	58%	17%
Child Care	8%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (3,060-3,770)
% Job Growth:	23.2%
Growth Rate:	Much Faster than Average.
New Job Growth:	710 (58.7%)
Separations:	500 (41.2%)
Total Openings:	1,210 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
1721	Painting & Paper Hanging	570
1521	Single Family Housing Construction	43
6531	Real Estate Managers & Agents	6

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

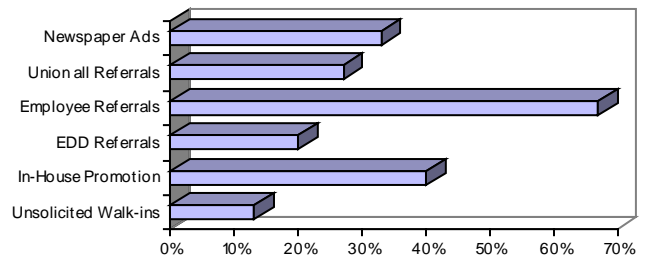
Employment Levels	Decline	Remain Stable	Grow
Past Year	13%	47%	40%
Projected Next 3 yrs.	7%	53%	40%

Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards, and it is also only 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	140	100%
New Permanent Positions:	38	27%
Temporary Positions:	50	36%
Promotions:	38	27%
Separations:	14	10%

RECRUITMENT



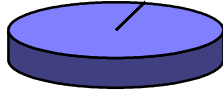
PAINTERS, PAPERHANGERS-Construction and Maintenance

15 Firms Surveyed with 791 Employees in Occupation. OES: 874020

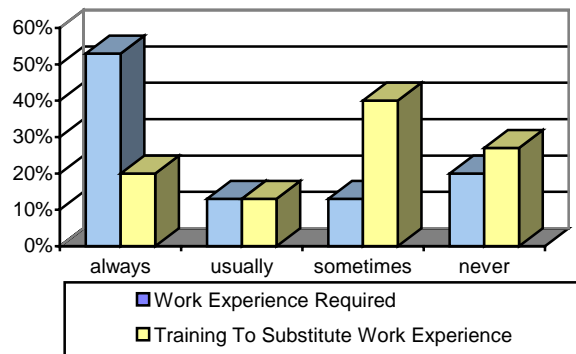
EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES

High
School/
Equivalent



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers 'always' require from 6 to 60 months of related work experience, as an apprentice, journeyman, painter, paper hanger, wall coverer, or related maintenance work. **Many** surveyed employers report 'sometimes' accepting training from 2 to 60 months as a substitute for experience. Acceptable training reported ranges from a union apprenticeship, in-house, on-the-job or related training or certification. For more apprenticeship /certification details refer to the California Department of Industrial Relations.

Computer Software Skills

Almost all employers reported no computer skills were required for this occupation. A few employers indicated computer use as a new skill.

New or Obsolete Skills

Most employers identified new skills, which included Faux (decorative) painting, a familiarity with new materials and EPA regulations.

Employer Comments/Preferences

Personal skills were good attitude, good attendance, motivated to advance, a willingness to learn, being a hard worker and having the 'ability to deal with people'. Experience in decorative painting skills was also requested.

MORE EMPLOYER PREFERENCES

IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Knowledge of paints and related chemicals (2.30)
Roller painting skills (2.30)
Spray painting skills (2.30)
Surface preparation skills (2.20)
Drywall installation and repair skills (2.00)
Ability to use and read a tape measure (1.90)

Personal

Pay attention to detail (2.90)
Ability to tolerate dust and paint fumes (2.60)
Ability to work independently (2.50)

Basic

Ability to read and follow instructions (2.90)
Basic math skills (1.60)

Physical

Ability to work from ladders and scaffolds (2.70)
Ability to stand continuously for 2 or more hours (2.40)
Good color perception (1.60)

Language

Most surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish.

Painter and Paperhangers Programs and Training Providers

Programs

C.I.P. Code Program

- 46.0408 Painter and Wall Coverer
- 46.9999 Construction Trades, Other

Training Providers

- South Orange County CCD, Mission Viejo
- Central & North Orange County ROPs
- Adult Cont. Education, (NOCCD), Wilshire, Fullerton and Yorba Linda
- Contractors State License Schools, Orange
- Timberline Construction Ed. Center, Santa Ana

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org
- California Department of Industrial Relations
Division of Apprenticeship Standards
28 Civic Center Plaza, Room 525
Santa Ana, CA 92701 www.dir.ca.gov

PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

15 Firms Surveyed with 326 Employees in Occupation. OES: 875020

DESCRIPTION

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gasses. Please do not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

Alternative Titles: Apprentice, Journeyman, Service Technicians, Craftsman.

OCCUPATIONAL PROGRESSION

FROM.....TO
Field/Division/Maintenance Superintendent
Foreman, Supervisor, Field Engineer
Plumber, Pipefitter, Steamfitter
Most employers (73%) promote from this position, while **some** (27%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$22.00	\$ 8.00
New Hires, Experienced:	\$ 8.00 - \$30.00	\$ 15.00
3+ Yrs. Experience with Firm:	\$13.00 - \$47.95	\$ 19.00

Work Patterns

- 95% of surveyed employees work full-time and average 41 hours per week.
- 2% work part-time and average 24 hrs. per week.
- 3% work on a temporary or seasonal basis and average 40 hours per week.
- Employees in this occupation were 1% female and 99% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	93%	13%
Dental Insurance	73%	7%
Vision Insurance	47%	7%
Life Insurance	67%	7%
Paid Sick Leave	20%	7%
Paid Vacation	53%	7%
Retirement Plan	60%	7%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (2,260-2,730)
% Job Growth:	20.8%
Growth Rate:	Faster than County Average.
New Job Growth:	470 (60.2%)
Separations:	310 (39.8%)
Total Openings:	780 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
1711	Plumbing, Heating & Air Conditioning	339
7369	Help Supply Services	48
7996	Amusement Parks	14
1542	Non-Residential Construction	10
7699	Repair Services	10

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

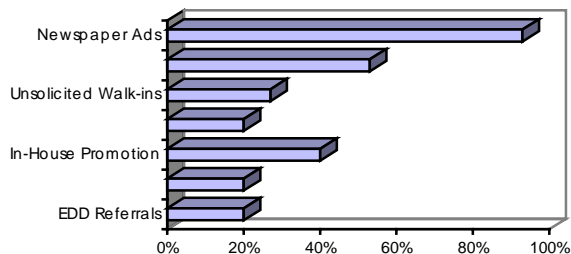
Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	47%	47%
Projected Next 3 yrs.	0%	33%	67%

Survey detailed results indicate it is closer to being 'very difficult', rather than 'somewhat difficult' for employers to find experienced applicants who meet their hiring standards. It is 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	106	100%
New Permanent Positions:	60	57%
Temporary Positions:	10	9%
Promotions:	8	8%
Separations:	28	26%

RECRUITMENT

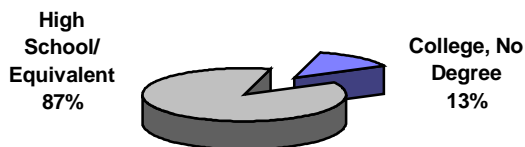


PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

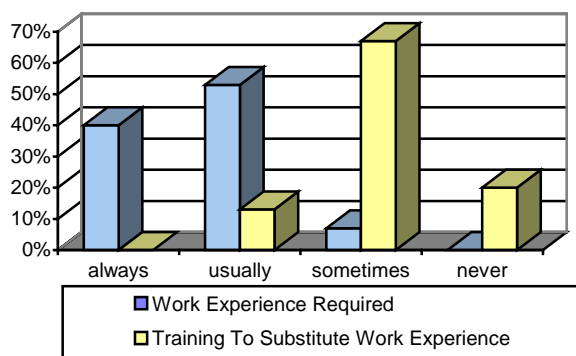
15 Firms Surveyed with 326 Employees in Occupation. OES: 875020

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most surveyed employers report 'sometimes' accepting training from 1 to 60 months as a substitute for experience. Acceptable training included company or on-the-job field training, trade school or ROP. **Many** employers 'always' or 'usually' require from 6 to 60 months of related work experience as a plumber, an apprentice at the journey level, a service technician, or related construction experience.

Computer Software Skills

Almost all (93%) employers reported computer skills were not important. **Few** employers surveyed seek skills in word processing and database applications.

New or Obsolete Skills

Almost all employers reported no new skills were needed. A few requested *Orange County Backflow Certification* as a new and important skill requirement. **Few** employers reported using hand written documentation as an obsolete skill.

Employer Comments/Preferences

Personal skills indicated were ability to pass pre-employment drug test, legal residency, good health, a good appearance, reliable transportation, leadership skills and able to work holidays.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

Soldering skills (2.70)
Pipefitting skills (2.60)
Completion of apprenticeship program (2.20)
Pass a Union Trade test or City licensing test (2.10)
Understanding building codes (2.10)
Ability to read blueprints (2.10)
Arc or gas welding skills (1.40)

Personal

Ability to work independently (2.60)
Possession of a good DMV driving record (2.50)
Ability to provide and use hand tools (1.90)
Public contact skills (1.80)

Basic

Basic math skills (2.70)

Physical

Ability to lift at least 50 lbs. repeatedly (2.60)

Language

Most surveyed employers required fluency in English. **Few** employers prefer bilingual skills in Spanish, Korean or Vietnamese.

Plumbing, Pipefitter & Steamfitter Programs and Training Providers

Programs

C.I.P. Code Program

- 46.0501 Plumber and Pipefitter (2)
- 46.9999 Construction Trades, Other (8)

Training Providers

- Central & North Orange County ROPs
- Adult Cont. Education, (NOCCD), Wilshire, Fullerton and Yorba Linda.
- Contractors State License Schools, Orange
- Timberline Construction Ed. Center, Santa Ana

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

Apprenticeships/Training

Plumbing-Heating-Cooling Contractors of Orange, Riverside and San Bernardino Counties
8220 W. Katella Ave., #201, Stanton, CA 90680

RESIDENTIAL COUNSELORS

15 Firms Surveyed with 341 Employees in Occupation. OES: 273070

DESCRIPTION

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children's homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance repairs, and furnishings.

Alternative Titles: Youth Supervisor, Child Care Counselor, Care Givers, Care Persons

OCCUPATIONAL PROGRESSION

FROM.....TO

Director, Management

Case Manager, Supervisor, Program Director

Residential Counselors

Most employers (73%) promote from this position, while some (27%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$ 14.96	\$ 7.59
New Hires, Experienced:	\$ 6.50 - \$ 23.00	\$ 8.63
3+ Yrs. Experience with Firm:	\$ 6.50 - \$ 24.38	\$10.00

Work Patterns

- 62% of surveyed employees work full-time and average 41 hours per week.
- 26% work part-time and average 25 hrs. per week.
- 12% work on a temporary or seasonal basis and average from 15-20 hours per week.
- Employees in this occupation were 71% female and 29% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	86%	21%
Dental Insurance	57%	14%
Vision Insurance	14%	0%
Life Insurance	29%	7%
Paid Sick Leave	71%	21%
Paid Vacation	86%	21%
Retirement Plan	43%	7%
Child Care	7%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (1,060-1,350
% Job Growth:	27.4%
Growth Rate:	Much Faster than Average.
New Job Growth:	290 (64.4%)
Separations:	160 (35.6%)
Total Openings:	450 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8361	Residential Care	227
8322	Individual & Family Services	23
8221	Colleges and Universities	19

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

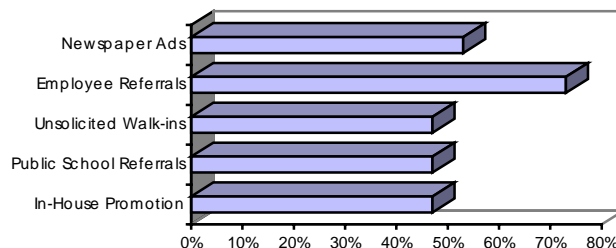
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	53%	47%
Projected Next 3 yrs.	0%	40%	60%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is also 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	202	100%
New Permanent Positions:	19	9%
Temporary Positions:	15	7%
Promotions:	22	11%
Separations:	146	72%

RECRUITMENT

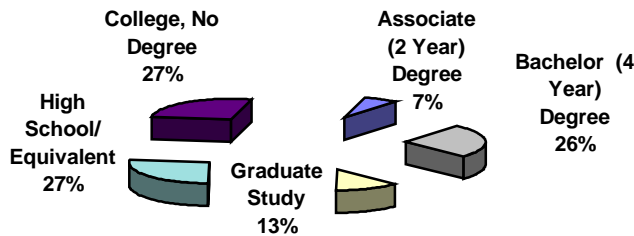


RESIDENTIAL COUNSELORS

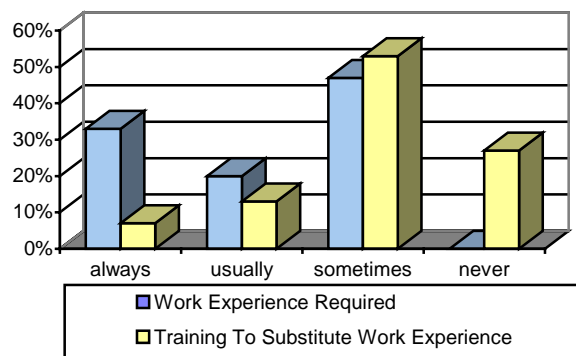
15 Firms Surveyed with 341 Employees in Occupation. OES: 273070

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Employer responses indicated an even preference between work experience or training as a substitute. **Many** employers report 'sometimes' accepting training from 1 to 48 months as a substitute for work experience. Acceptable training reported ranges from a Bachelors or Masters Degree in Human or Behavioral Science, an internship, in-house or in-service training, or CPR & First Aid training. **Many** employers also 'sometimes' require from 6 to 48 months of related work experience in a residential treatment center, group home or care facility, as a child counselor or social worker, as an activities director or have a nursing background.

Computer Software Skills

Some (25%) surveyed employers seek word processing skills, while **few** (8%) seek spreadsheet, database or Windows 95 skills. **Most** (75%) employers indicated 'other' as no skills sought.

New or Obsolete Skills

Most employers seek new skills, which include basic computer competence, awareness of treatment for the disabled, abandoned children, teenagers and gerontology studies. No obsolete skills were reported.

Employer Comments/Preferences

Personal skills preferences were 'professional abilities are very important' and the ability to balance friendship with the treatment needs of residents.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Ability to deal effectively with difficult individuals (3.00)
 Ability to implement a progressive discipline process (2.80)
 Record keeping skills (2.40)
 Ability to apply stress management techniques (2.30)
 Problem solving skills (1.90)
 Merchandise ordering skills (1.90)

Personal

Listening skills (2.90)
 Empathetic (2.80)
 Interpersonal skills (2.80)
 Ability to work independently (2.10)

Basic

Oral communication skills (2.80)
 Ability to write legibly (2.70)

Physical

None

Language

Almost all surveyed employers required fluency in English. **Many** employers prefer bilingual skills in Spanish and a **few** also requested other languages, including Chinese.

Residential Counselor Programs and Training Providers

Programs

- | C.I.P. Code | Program |
|-------------|---|
| 13.1101 | Counselor Education-Counseling and Guidance |
| 20.0201 | Child Care and Guidance Workers and Managers, General |
| 20.0202 | Child Care Provider/Assistant |
| 20.0602 | Elder Care Provider/Companion |

Training Providers

- South Orange County CCD
- North, Central Orange County & Coastline ROPs
- Gerontology Institute, Westminster

Current detail for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

ROOFERS

15 Firms Surveyed with 910 Employees in Occupation. OES: 878080

DESCRIPTION

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood, and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures.

Alternative Titles: Shingler, Mop Man, Maintenance Technicians, Journeyman, Roof Technicians.

OCCUPATIONAL PROGRESSION

FROM.....TO
 Foreman, Estimator, Journeyman
 Consultant, Superintendent
 Roofers

Almost all employers (87%) promote from this position, while **few** (13%) do not promote.

WAGES/BENEFITS

Union & Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$15.00	\$ 7.00
New Hires, Experienced:	\$ 7.00 - \$18.00	\$ 12.50
3+ Yrs. Experience with Firm:	\$10.00 - \$27.77	\$ 16.00

Note: Union surveyed sample was too small for publication.

Work Patterns

- 13% of surveyed employers were unionized.
- 96% of surveyed employees work full-time and average 40 hours per week.
- 3% work part-time and average 40 hrs. per week.
- 1% work on a temporary or seasonal basis and average 40 hours per week.
- Employees in this occupation were 1% female and 99% male (non-traditional female occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	11%
Dental Insurance	67%	11%
Vision Insurance	44%	11%
Life Insurance	44%	11%
Paid Sick Leave	22%	11%
Paid Vacation	67%	11%
Retirement Plan	67%	0%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (1,380-1,680)
% Job Growth:	21.7%
Growth Rate:	Faster than County Average.
New Job Growth:	300 (58.8%)
Separations:	210 (41.2%)
Total Openings:	510 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
1761	Roofing, Siding & Sheet Metal Work	282
1521	Single Family Housing Construction	12

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

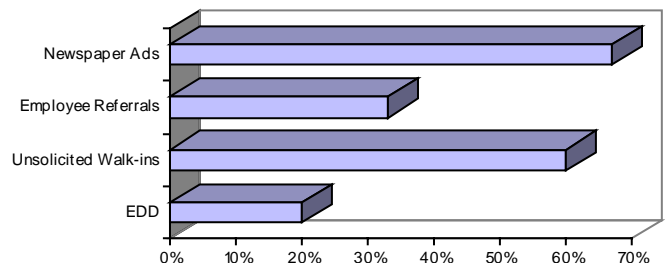
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	27%	73%
Projected Next 3 yrs.	0%	40%	60%

Employers report it is not easy or 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is easier or 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

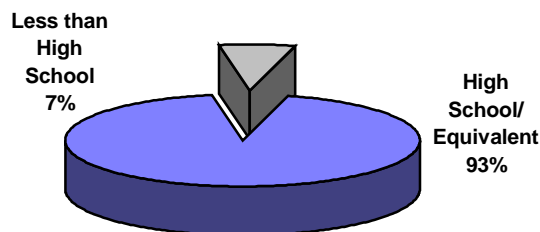
Total Employees Hired:	225	100%
New Permanent Positions:	128	57%
Temporary Positions:	48	21%
Promotions:	18	8%
Separations:	31	14%

RECRUITMENT

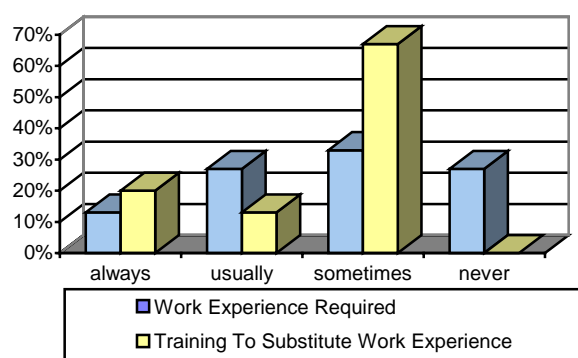


EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most surveyed employers report 'sometimes' accepting training from 1 to 48 months as a substitute for experience. Acceptable training includes in-house, company training, apprenticeships, R.O.P. roofing courses, or basic roofing training. **Some** employers either 'usually', 'sometimes' or 'never' require from 6 to 60 months of related work experience as a journeyman roofer, roofer applicator, metal roofing or roofing trade.

Computer Software Skills

All surveyed employers reported no need for software skills in this occupation.

New or Obsolete Skills

Most employers identified new skills, which included a greater need of knowledge of building codes, the application of new styles of roofing and products and how to use them. **Few** employers reported obsolete skills as use of wood shingles or slate and hand nailing.

Employer Comments/Preferences

Personal skills requested were being responsible and reporting to work on time.

MORE EMPLOYER PREFERENCES

IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

- Roofing skills (1.80)
- Basic construction skills (1.50)
- Ability to apply asphalt felts and coatings (1.30)
- Ability to repair shakes and shingles (1.30)
- Ability to apply composition roofing materials (1.30)
- Ability to install and repair roofing tiles (1.20)
- Understanding of building codes (1.10)
- Knowledge of tar and asphalt mixtures (1.0)

Personal

- Ability to implement safe work practices (3.00)
- Possession of a valid driver's license (2.90)
- Ability to tolerate dust and unpleasant odors (2.20)
- Ability to work independently (1.70)

Basic

- Shop math skills (1.20)

Physical

- Ability to climb to high places (3.00)

Language

Most surveyed employers required fluency in English.
Most employers also prefer bilingual skills in Spanish.

Roofers Programs and Training Providers

Programs

- C.I.P. Code Program
- 46.9999 Construction Trades (10)

Training Providers

- North & South Orange County CCDs
- North & Central Orange County ROPs
- Career Management Institute, Orange
- Contractors State License Schools, Orange

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

SEWING MACHINE OPERATORS-GARMENT

17 Firms Surveyed with 582 Employees in Occupation. OES: 927170

DESCRIPTION

Sewing Machine Operators-Garment operate or tend sewing machines to perform garment sewing operations, such as joining, reinforcing, or decorating garments or garment parts. Please include sewing machine operators and tenders who perform specialized or automatic sewing machine functions, such as buttonhole making or tacking.

Alternative Titles: Seamstresses, Single Needle Sewers, and Operators

OCCUPATIONAL PROGRESSION

FROM.....TO
 Floor Supervisor/Crew Member, Supervisor
 Pattern Making, Leader, Quality Control, Inspector
 Sewing machine Operator
Many employers (59%) promote from this position, and **many** (41%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$ 8.15	\$ 5.75
New Hires, Experienced:	\$ 5.75 - \$11.50	\$ 6.38
3+ Yrs. Experience with Firm:	\$ 6.00 - \$12.50	\$ 8.75

Work Patterns

- 93% of surveyed employees work full-time and average 40 hours per week.
- 4% work part-time and average 20 hrs. per week.
- 3% work on a temporary or seasonal basis and average 40 hours per week.
- Employees in this occupation were 76% female and 24% male (non-traditional male occupation).

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	82%	18%
Dental Insurance	55%	0%
Vision Insurance	64%	0%
Life Insurance	36%	0%
Paid Sick Leave	45%	0%
Paid Vacation	82%	0%
Retirement Plan	45%	0%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (4,920 – 5,850)
% Job Growth:	18.9%
Growth Rate:	Faster than County Average.
New Job Growth:	930 (61.2%)
Separations:	590 (38.8%)
Total Openings:	1,520 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5621	Women's Clothing Stores	27
5699	Misc. Apparel & Accessory Stores	23
7219	Laundry & Garment Services	7

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

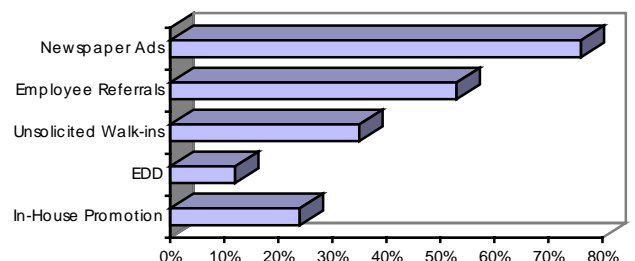
Employment Levels	Decline	Remain Stable	Grow
Past Year	12%	35%	53%
Projected Next 3 yrs.	12%	47%	41%

Employers report it is not easy, or 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also not easy, or 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	356	100%
New Permanent Positions:	184	52%
Temporary Positions:	10	3%
Promotions:	28	8%
Separations:	134	38%

RECRUITMENT

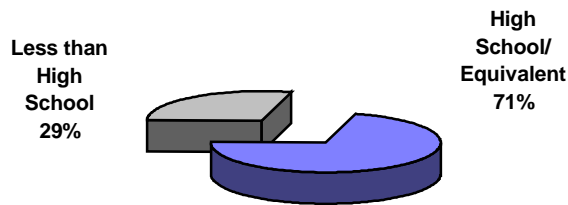


SEWING MACHINE OPERATORS-GARMENT

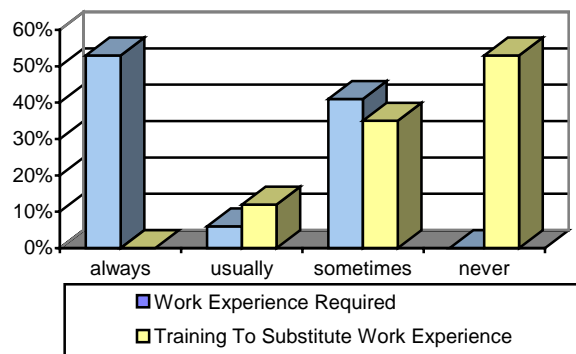
17 Firms Surveyed with 582 Employees in Occupation. OES: 927170

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers report 'always' requiring work experience and 'never' accepting training as a substitute. Acceptable experience is 2 to 36 months as a maker, sewing machine production/operator or single needle sewing, or as a sample maker, or embroidery operator, seamstress, garment maker or related work experience. **Some** employers report 'sometimes' accepting training from 1 to 24 months as a substitute for experience. Acceptable training provides knowledge of machinery use, sample making or screening.

Computer Software Skills

Few (7%) employers seek applicants with computer skills in word processing, spreadsheet or database applications. **Few** employers seek computerized design techniques, 'easy account' software skills.

New or Obsolete Skills

Some employers reported 'new skills' as seeking more qualified employees, with more familiarity with new machinery, more computer literate and with basic sewing skills. No obsolete skills were reported.

Employer Comments/Preferences

Personal skills requested were ability to be loyal, dependable, have a willingness to learn, to be punctual, clean and healthy.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

- Ability to operate industrial sewing machines (2.90)
- Ability to operate overlock sewing machines (2.10)
- Ability to operate blind stitch sewing machines (2.10)
- Ability to operate precision measuring equipment (1.70)
- Ability to operate single-needle sewing machines (1.70)
- Ability to operate double-needle sewing machines (1.70)

Personal

- Ability to perform routine repetitive work (2.90)
- Willingness to work with close supervision (2.70)
- Ability to work independently (2.30)

Basic

- Ability to read and follow instructions (2.90)
- Ability to write legibly (2.40)

Physical

- Ability to sit continuously for 2 or more hours (2.60)
- Good hand-eye coordination (2.60)

Language

Some surveyed employers required fluency in English, or bilingual skills in Spanish or Vietnamese.

Sewing Machine Operators – Garment Programs and Training Providers

Programs

C.I.P. Code Program

- 20.0303 Commercial Garment & Apparel Worker
- 20.0501 Home Furnishing & Equipment Installers
- 48.0303 Upholster

Training Providers

- South Orange County Community College District
- Regional Occupational Programs
- Continuing Adult Education

Current details for above programs can be accessed either by contacting the training providers directly online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

TEACHERS / INSTRUCTORS-

Vocational Education and Training

16 Firms Surveyed with 449 Employees in Occupation. OES: 313140

DESCRIPTION

Vocational Education Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Please include correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education.

Alternative Titles: Course Director, Classroom Assistant

OCCUPATIONAL PROGRESSION

FROM.....TO

Area Manager, Assist. Director/Principal

Lead Instructor, Admissions Coordinator

Instructor/Personal Trainer

Most employers (75%) promote from this position, while some (25%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 6.00 - \$15.63	\$ 10.51
New Hires, Experienced:	\$ 7.00 - \$28.73	\$ 15.00
3+ Yrs. Experience with Firm:	\$10.00 - \$33.56	\$ 17.96

Work Patterns

- 24% of surveyed employees work full-time and average 40 hours per week.
- 74% work part-time and average 12 hrs. per week.
- 2% work on a temporary basis and average 20 hours per week.
- Employees in this occupation were 61% female and 39% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	82%	0%
Dental Insurance	36%	0%
Vision Insurance	36%	0%
Life Insurance	27%	0%
Paid Sick Leave	73%	0%
Paid Vacation	82%	0%
Retirement Plan	36%	0%
Child Care	9%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (1,570-1,920)
% Job Growth:	22.3%
Growth Rate:	Faster than County Average.
New Job Growth:	350 (77.8%)
Separations:	100 (22.2 %)
Total Openings:	450 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8211	Elementary & Secondary Schools	103
8299	Schools & Education Services	42
8249	Vocational Schools	32
8331	Job Training & Related Services	30
7231	Beauty Shops	17

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

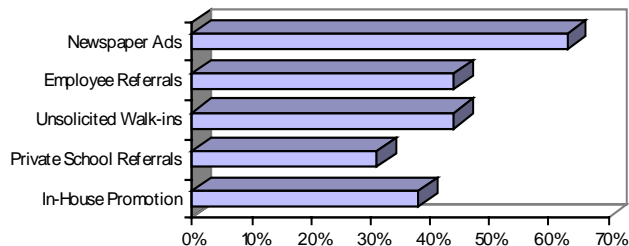
Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	44%	50%
Projected Next 3 yrs.	0%	25%	75%

Employers report it is not easy, but 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also not easy, or 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	61	100%
New Permanent Positions:	17	28%
Temporary Positions:	8	13%
Promotions:	8	13%
Separations:	28	46%

RECRUITMENT

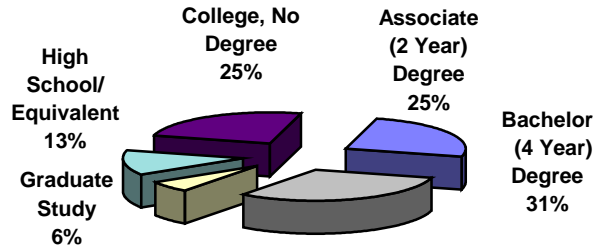


TEACHERS / INSTRUCTORS- Vocational Education and Training

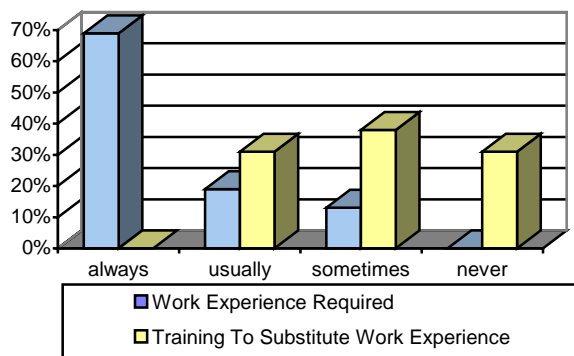
16 Firms Surveyed with 449 Employees in Occupation. OES: 313140

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Most employers 'always' require from 6 to 60 months of work experience, in teaching, tutoring or vocational education, computers or electronics technology, or experience the field they are teaching. **Some** employers 'usually' or 'sometimes' will accept training from 1-60 months as a substitute for experience, including state certification (teaching or area of specialization), 'level three' certification, in-house training or Bachelor Degree.

Computer Software Skills

Many (53%) employers seek word processing and **some** seek spreadsheet, database or desktop publishing skills. **Many** (53%) employers seek Office97, 'PC Format', Publisher, Windows 95/98 software skills.

New or Obsolete Skills

Most employers seek new skills, including advanced and continuing education in areas of specialization, public speaking, computer skills including digital presentations, Internet use, programming and electronics. **Few** employers reported use of typewriter as an obsolete skill.

Employer Comments/Preferences

Personal skills requested included honesty, integrity, self-confidence, efficiency, patience, a love of children, and willingness to travel.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Verbal presentation skills (3.00)
Ability to demonstrate knowledge of specific products (3.00)
Classroom management skills (3.00)
Knowledge of specialized vocabulary and skills (2.90)
Problem solving skills (2.80)
Knowledge of OSHA safety standards (2.60)
Possession of a State Teacher's Certificate (1.30)

Personal

Ability to work independently (3.00)
Interpersonal skills (2.90)
Ability to exercise patience (2.80)
Tactfulness (2.80)
Willingness to work evenings (1.20)

Basic

Ability to write legibly (1.30)

Physical

Manual dexterity (2.50)

Language

Most surveyed employers required fluency in English. **Many** employers prefer bilingual skills in Spanish and **few** prefer language skills in Vietnamese, Korean, Japanese, Dutch, French or German.

Teachers & Instructors -Vocational & Training Programs and Training Providers

Programs

C.I.P. Code Program

- 13.1301 Agricultural Teacher Ed. (Vocational)
- 13.1303 Business Teacher Ed. (Vocational)
- 13.1319 Technical Teacher Ed. (Vocational)
- 13.1320 Trade & Industrial Teacher Ed.

Training Providers

- University of California Irvine, Irvine
- North Orange County ROP, Anaheim

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

TECHNICAL WRITERS

17 Firms Surveyed with 78 Employees in Occupation. OES: 340050

DESCRIPTION

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

Alternative Titles: Technical Publications Specialist

OCCUPATIONAL PROGRESSION

FROM.....TO

Technical Publications Manager, Product Manager
Supervisor, Programming, Sales, Marketing

Technical Writer

Most employers (69%) promote from this position, while some (31%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Temporary

	Range	Median
New Hires, Inexperienced:	\$ 8.29 - \$17.44	\$ 11.99
New Hires, Experienced:	\$13.20 - \$30.51	\$ 17.26
3+ Yrs. Experience with Firm:	\$14.52 - \$34.87	\$ 21.48

Work Patterns

- 90% of surveyed employees work full-time and average 42 hours per week.
- 0% surveyed employees work part-time.
- 10% surveyed employees work on a temporary or on-call basis and average 40 hours per week.
- Employees in this occupation were 54% female and 46% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	94%	0%
Dental Insurance	75%	0%
Vision Insurance	50%	0%
Life Insurance	81%	0%
Paid Sick Leave	100%	0%
Paid Vacation	100%	0%
Retirement Plan	88%	0%
Child Care	6%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (730-900)
% Job Growth:	23.3%
Growth Rate:	Much faster than Average.
New Job Growth:	170 (58.6%)
Separations:	120 (41.4%)
Total Openings:	290 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
3571	Electronic Computers	56
7371	Computer Programming Services	25
7363	Help Supply Services	20
8741	Management Services	17
8711	Engineering Services	10
7372	Prepackaged Software	9

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

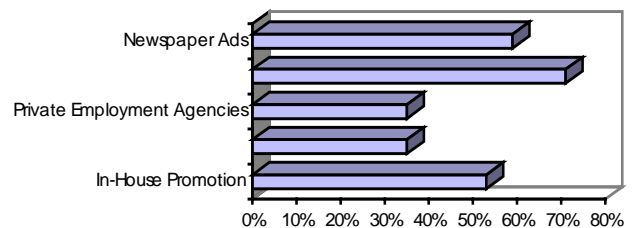
Employment Levels	Decline	Remain Stable	Grow
Past Year	18%	24%	59%
Projected Next 3 yrs.	0%	18%	82%

Employers report it is not easy, or 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also not easy, or 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	34	100%
New Permanent Positions:	14	41%
Temporary Positions:	9	26%
Promotions:	5	15%
Separations:	6	18%

RECRUITMENT

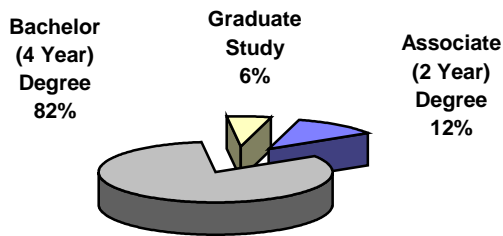


TECHNICAL WRITERS

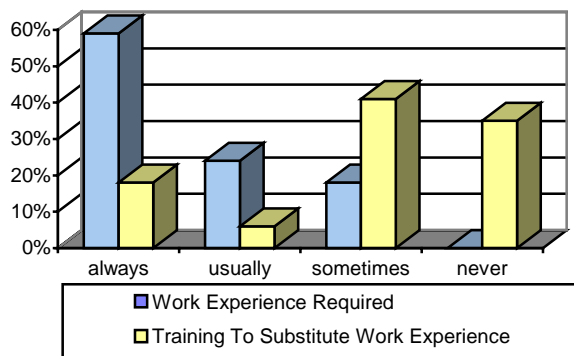
17 Firms Surveyed with 78 Employees in Occupation. OES: 340050

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers 'always' require from 6 to 24 months of related work experience as technical writers, technical publicist, in marketing, journalism, or any specific employer business related technical or writing experience. **Many** employers also report 'sometimes' accepting training from 3 to 48 months as a substitute for experience. Acceptable training includes Bachelor or A.A. Degree, graphic/computer trade school training, internship, company, in-house or on-the-job training or 'an ability to understand engineering'.

Computer Software Skills

Almost all (88%) employers seek applicants with desktop publishing and word processing skills and **many** (59%) seek database and spreadsheet skills. **Some** (35%) employers seek programming, MS FrontPage & HTML knowledge, Office97, FrameMaker software skills.

New or Obsolete Skills

Most employers identified new skills, including web based documentation, web page graphics, operating systems and programming skills, knowledge of engineering, PageMaker layout, graphic & other software developments. **Few** employers reported use of general word processing and print production as obsolete skills.

Employer Comments/Preferences

Personal skills requested were punctuality, ability to work as a team member and willingness to learn new material.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

English grammar, spelling, and punctuation skills (2.80)
Ability to write detailed technical instructions (2.50)
Ability to write and use job specifications for technical jobs (2.50)
Ability to use graphics/desktop publishing software (2.50)
Journalism and interviewing skills (2.20)
Understanding of scientific terms (2.10)
Ability to demonstrate knowledge of specific products (2.10)
Library research skills (2.10)

Personal

Ability to think logically (3.00)
Ability to work independently (2.70)
Ability to meet deadlines (2.60)
Ability to concentrate for long periods of time (2.10)
U.S. Citizenship (0.80)

Basic

Ability to read and follow instructions (2.70)
Basic math skills (1.70)

Language

All surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish, Chinese or any other language.

Technical Writer Programs and Training Providers

Programs

C.I.P. Code Program

- 23.1101 English-Technical Business Writing
- 52.0501 Business Communications

Training Providers

- California State University Fullerton-Extension

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

TELEMARKETERS, NEWS & STREET VENDORS, TELEPHONE SOLICITORS, DOOR-TO-DOOR SALES WORKERS AND RELATED WORKERS

12 Firms Surveyed with 124 Employees in Occupation. OES: 490260

DESCRIPTION

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Related Workers deliver newspapers to subscribers; solicit orders for merchandise or service over telephone; or sell products, such as food and jewelry on the street, door-to-door, or at places of recreation and amusement.

Alternative Titles: Customer Sales Representatives

OCCUPATIONAL PROGRESSION

FROM.....TO

General Manager, Franchise Owner
Sales Agent/Outside Sales
Telemarketers, Telephone Solicitors, Door-to-Door Sales
Almost all employers (91%) promote from this position, while **few** (9%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$ 7.21 - \$18.94	\$ 11.13
New Hires, Experienced:	\$10.00 - \$27.23	\$ 15.88
3+ Yrs. Experience with Firm:	\$12.60 - \$55.96	\$ 23.73

Work Patterns

- 60% of surveyed employees work full-time and average 42 hours per week.
- 36% work part-time and average 24 hrs. per week.
- 4% work on a temporary basis and average 30 hours per week.
- Employees in this occupation were 40% female and 60% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	100%	20%
Dental Insurance	90%	20%
Vision Insurance	40%	0%
Life Insurance	40%	0%
Paid Sick Leave	70%	10%
Paid Vacation	70%	10%
Retirement Plan	60%	10%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (4,010-4,780)
% Job Growth:	19.2%
Growth Rate:	Much Faster than Average.
New Job Growth:	770 (48.1%)
Separations:	830 (51.9%)
Total Openings:	1,600 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7389	Business Services	163
5963	Direct Selling Establishments	148
7311	Advertising Agencies	35
7359	Equipment Rental & Leasing	35
8732	Commercial Nonphysical Research	30

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

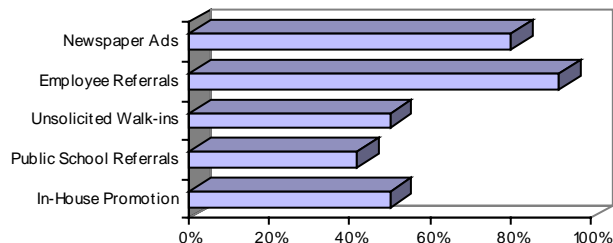
Employment Levels	Decline	Remain Stable	Grow
Past Year	8%	33%	58%
Projected Next 3 yrs.	0%	17%	83%

Employers report there is a shortage, or 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	86	100%
New Permanent Positions:	29	34%
Temporary Positions:	0	0%
Promotions:	48	56%
Separations:	9	10%

RECRUITMENT

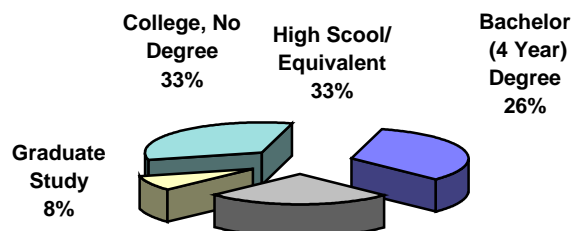


TELEMARKETERS, NEWS & STREET VENDORS, TELEPHONE SOLICITORS, DOOR-TO-DOOR SALES WORKERS AND RELATED WORKERS

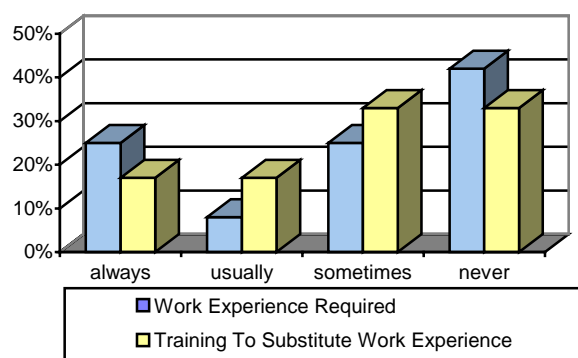
12 Firms Surveyed with 124 Employees in Occupation. OES: 490260

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many employers 'never' or only 'sometimes' seek prior experience or training. **Some** employers 'always' require from 9 to 12 months of related work experience, in telemarketing, door to door sales or sales marketing. **Few** surveyed employer's report as a substitute for experience 'always' or 'usually' accepting from 1 to 31 months of in-house or on-the-job training.

Computer Software Skills

Few (18%) employers seek applicants with skills in word processing and database or spreadsheet and desktop publishing (9%) applications. **Most** (73%) employers indicated Windows 95, Macintosh, Unix, and Net Server software skills were sought.

New or Obsolete Skills

Most employers identified new skills as improved interpersonal communication skills and computer knowledge, including Internet use. **Few** employers reported use of paperwork as an obsolete skill.

Employer Comments/Preferences

Personal skills requested were, professionalism, communication skills, ability to listen, a willingness to work with others, self motivated, and have a reliable car.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Understand the company's products or services (2.90)
Completion of company training (2.80)
Telephone sales skills (2.70)
Interviewing skills (2.70)
Knowledge of local streets (2.70)
Sales skills (2.60)
Ability to process orders for products or services (2.50)

Personal

Customer service skills (2.90)
Oral communication skills (2.90)
Ability to pay attention to detail (2.60)
Ability to work independently (2.50)

Basic

Ability to read and follow instructions (2.90)
Ability to write legibly (2.80)
Basic math skills (2.30)

Physical

None

Language

All surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish.

Telemarketing and Direct Sales Related Programs and Training Providers

Programs

C.I.P. Code Program

- 8.0706 General Selling Skills and Sales Operations

Training Providers

- Continuing Education Rancho Santiago CCD
- Coastline ROP
- Career Management Institute, Orange
- Computer Education Institute, Orange

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

VETERINARY ASSISTANTS

15 Firms Surveyed with 106 Employees in Occupation. OES: 798060

DESCRIPTION

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post-secondary education such as trade school or junior college.

Alternative Titles: Veterinary Technician, and Animal Technician.

OCCUPATIONAL PROGRESSION

FROM.....TO
 Supervisor, Purchasing, Manager
 Kennel Help, Veterinary Technician

Veterinary Assistant

Most employers (60%) promote from this position, while some (40%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$6.00 - \$ 8.00	\$ 7.00
New Hires, Experienced:	\$6.50 - \$11.50	\$10.00
3+ Yrs. Experience with Firm:	\$8.50 - \$15.50	\$12.00

Work Patterns

- 71% of surveyed employees work full-time and average 40 hours per week.
- 29% work part-time and average 18 hrs. per week.
- 0% surveyed work on a temporary basis.
- Employees in this occupation were 57% female and 43% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	86%	7%
Dental Insurance	29%	7%
Vision Insurance	7%	7%
Life Insurance	14%	7%
Paid Sick Leave	43%	7%
Paid Vacation	93%	7%
Retirement Plan	43%	7%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Small (430-530)
% Job Growth:	23.3%
Growth Rate:	Much Faster than Average.
New Job Growth:	100 (55.6%)
Separations:	80 (44.4%)
Total Openings:	180 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
0742	Veterinary Services, Specialties	101
0752	Animal Specialty Services	21

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

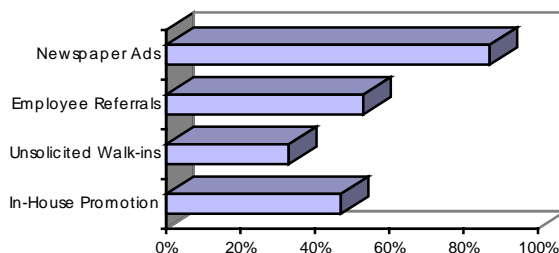
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	47%	53%
Projected Next 3 yrs.	0%	27%	73%

Employers report it is not at all easy, or 'somewhat difficult' to find experienced applicants who meet their hiring standards, and it is also not easy or 'somewhat difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	45	100%
New Permanent Positions:	13	29%
Temporary Positions:	4	9%
Promotions:	7	16%
Separations:	21	47%

RECRUITMENT

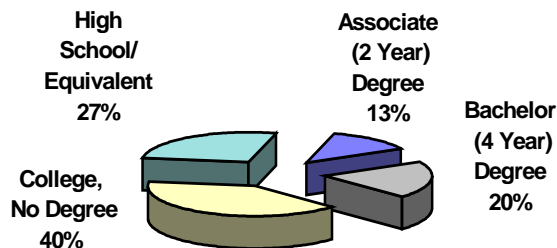


VETERINARY ASSISTANTS

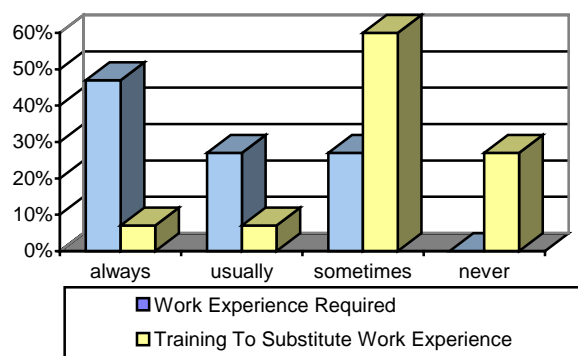
15 Firms Surveyed with 106 Employees in Occupation. OES: 798060

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employers report 'sometimes' accepting training from 1 to 36 months as a substitute for experience. Acceptable training includes Degree, Certification as a Veterinary Technician or State Animal Health Technician, in-house training or related training using x-rays, pharmacology or surgical assisting, giving injections or record keeping. **Many** employers also 'always' require from 5 to 24 months of related work experience in veterinary medicine, animal hospital, kennel, or pet shop work.

Computer Software Skills

Few (14%) employers seek word processing and database skills. **Most** (79%) employers indicated training on in-house or Quarterstone software.

New or Obsolete Skills

Most employers seek new skills, which include public relations skills, continuing education; use of laser assisted surgery, ultrasound, fiber optic equipment, and being able to do egg diagnostic tests. **Few** employers reported grooming and use of some pathology WBC/RBC laboratory tests as obsolete skills.

Employer Comments/Preferences

Personal skills were to have love and understanding of animals, be patient in handling and dealing with animals, to be eager, prompt, be able to get along with others, be professional, and courteous.

MORE EMPLOYER PREFERENCES

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Ability to follow laboratory procedures (2.50)
Ability to follow animal feeding and handling requirements (2.50)
Ability to administer medications (2.50)
Ability to apply sterilization techniques (2.40)
Ability to take vital signs (2.20)
Animal teeth cleaning and polishing skills (1.90)
Knowledge of disease processes (1.00)
Certified animal health care (1.00)

Personal

Ability to assess emergency situations and quickly set priorities (3.00)
Ability to work under pressure (2.80)
Ability to work independently (2.60)
Public contact skills (2.00)

Basic

Ability to read and follow instructions (3.00)
Basic math skills (2.20)

Physical

None

Language

Almost all surveyed employers required fluency in English. **Few** employers prefer bilingual skills in Spanish or Asian languages.

Veterinary Assistants Programs and Training Providers

Programs

C.I.P. Code Program

- 51.0808 Veterinarian Assistant/Animal Health

Training Providers

- Adult Continuing Education, Cypress College, NOCCD
- North Orange County ROP, Anaheim

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

WAITERS AND WAITRESSES

16 Firms Surveyed with 814 Employees in Occupation. OES: 650080

DESCRIPTION

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Please do not include workers who only work at counters.

Alternative Titles: Food Servers and Wait Staff

OCCUPATIONAL PROGRESSION

FROM.....TO
 Supervisor, Assistant Manager, Manager
 Hostess, Bartender, Server Trainer, Captain
 Waiter/Waitress
Almost all employers (94%) promote from this position, while **few** (6%) do not promote.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time, Inc. Tips

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$25.75	\$ 8.63
New Hires, Experienced:	\$ 5.75 - \$25.75	\$ 9.48
3+ Yrs. Experience with Firm:	\$ 5.75 - \$40.75	\$ 11.21

Work Patterns

- 36% of surveyed employees work full-time and average 38 hours per week.
- 54% work part-time and average 24 hrs. per week.
- 10% work on a temporary or on-call/seasonal basis and average 20-25 hours per week.
- Employees in this occupation were 57% female and 43% male.

BENEFITS

Benefit	Full Time	Part Time
Medical Insurance	92%	25%
Dental Insurance	92%	25%
Vision Insurance	50%	25%
Life Insurance	75%	25%
Paid Sick Leave	25%	17%
Paid Vacation	67%	17%
Retirement Plan	42%	17%
Child Care	0%	0%

EMPLOYMENT FORECAST 1995-2002

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (16,820-20,900)
% Job Growth:	24.3%
Growth Rate:	Much Faster than Average.
New Job Growth:	4,800 (42.4%)
Separations:	6,510 (57.6%)
Total Openings:	11,310 (100 %)

LEAD NEW JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5812	Eating Places	3,661
7011	Hotels & Motels	145

1998 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

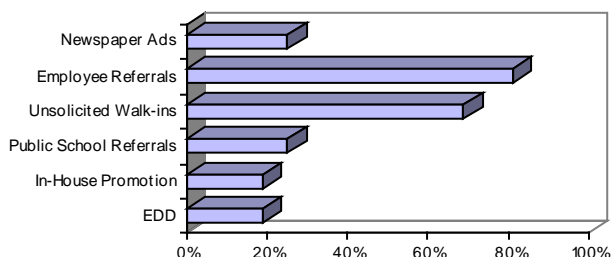
Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	38%	63%
Projected Next 3 yrs.	0%	25%	75%

Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. However, it is 'not difficult' to find inexperienced but qualified applicants.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	287	100%
New Permanent Positions:	75	26%
Temporary Positions:	30	10%
Promotions:	69	24%
Separations:	113	39%

RECRUITMENT

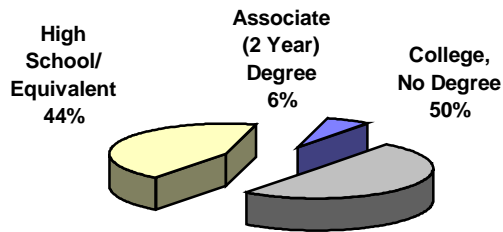


WAITERS AND WAITRESSES

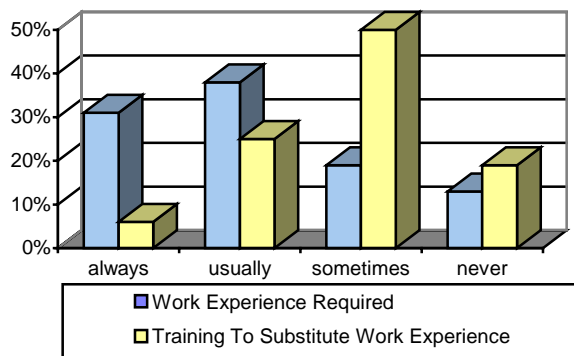
16 Firms Surveyed with 814 Employees in Occupation. OES: 650080

EMPLOYER PREFERENCES

EDUCATION LEVELS of RECENT HIRES



TRAINING OR RELATED WORK EXPERIENCE REQUIREMENTS



Required Training or Certification

Many surveyed employers report 'sometimes' accepting training from 1 to 12 months as a substitute for experience. Acceptable training includes on-the-job or in-house training, related service training including handling money, serving, setting tables, food skills, and menu specification. **Some** employers also 'always' or 'usually' require from 4 to 12 months of related work experience as a food server, counter worker, hosting or related service experience.

Computer Software Skills

All employers surveyed indicated no basic software skills were required. **Few** employers indicated Point of Sale, POS software skills were sought.

New or Obsolete Skills

Many employers seek skills including computer literacy, good communication and management skills.

Employer Comments/Preferences

Personal skills requested were having a good attitude, personality, customer oriented including smiling at customers, good poise, good grooming, good verbal and organizational skills.

MORE EMPLOYER PREFERENCES

IMPORTANT AND OTHER SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical

Completion of company training (2.90)
Willingness to work nights, weekends and holidays (2.90)
Good memory skills (2.50)
Cash handling skills (2.10)
Certified as a food handler (1.50)
Ability to operate a cash register (0.90)

Personal

Customer service skills (3.00)
Oral communication skills (2.90)
Ability to work under pressure (2.70)
Willingness to work with close supervision (2.50)

Basic:

Ability to read and follow instructions (2.70)
Basic math skills (2.10)
Ability to write legibly (2.10)

Physical

Ability to stand continuously for 2 or more hours (2.90)
Ability to lift at least 30 lbs. repeatedly (1.80)

Language

Many surveyed employers required fluency in English.
Few employers prefer bilingual skills in Spanish or Japanese.

Waiters and Waitress Programs and Training Providers

Programs

C.I.P. Code Program

- 12.0507 Waiter/Waitress and Dining Room Manager

Training Providers

- Regional Occupational Programs
- Adult Continuing Education Programs

Current details for above programs can be accessed either by contacting the training providers directly or online:

- State Training Inventory www.soicc.ca.gov
- CCDs www.orangeworks.org

TRAINING PROVIDERS SUPPORTING 1998 SURVEYED OCCUPATIONS

UNIVERSITY EXTENSIONS	
UNIVERSITY OF CALIFORNIA IRVINE - EXTENSION (Mail) Extension Office P.O. Box 6050 Irvine, CA 92616-6050 (949) 834-5194	CALIFORNIA STATE UNIVERSITY FULLERTON - EXTENDED EDUCATION Extended Education 800 North State College Boulevard Fullerton, CA 92834-9480 (714) 278-2611
COMMUNITY COLLEGE DISTRICTS www.orangeworks.org	
COAST COMMUNITY COLLEGE DISTRICT Campuses: Coastline, Fountain Valley Golden West, Huntington Beach Orange Coast, Costa Mesa Main Office - 1370 Adams Avenue, Costa Mesa, CA. 92626 (714) 438-4600	NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT Campuses: Cypress, Cypress Fullerton, Fullerton Main Office – 1000 North Lemon Street Fullerton, CA 92832-1351 (714) 578-8400
RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT Campuses: Santa Ana College, Santa Ana Santiago Canyon, Orange Main Office – 1530 West 17 th Street, Santa Ana, CA 92706 (714) 564-6000	SOUTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT Campuses: Irvine Valley College, Irvine Saddleback College, Mission Viejo Main Office – 28000 Marguerite Parkway Mission Viejo, CA 92692-3635 (949) 582-4500
REGIONAL OCCUPATIONAL PROGRAMS (ROP)	
CAPISTRANO-LAGUNA BEACH ROP Main Office – 31522 El Camino Real San Juan Capistrano, CA 92675 (949) 496-3118 COASTLINE ROP Main Office – 1001 Presidio Square Costa Mesa, CA 92626 (714) 979-1955	CENTRAL COUNTY ROP Main Office – 2333 North Broadway, Suite 260 Santa Ana, CA 92706-1641 (714) 541-5537 NORTH ORANGE COUNTY ROP Main Office – 2360 West La Palma Avenue Anaheim, CA 92801-3395 (714) 502-5800
ADULT EDUCATION PROGRAMS	
CAPISTRANO UNIFIED SCHOOL DISTRICT- COMMUNITY EDUCATION PROGRAM (CUSD) Main Office: 31422 Camino Capistrano San Juan Capistrano, CA 92675 (949) 493-0658 WILSHIRE EDUCATION CENTER (NOCCCD) Main Office: 315 East Wilshire Fullerton, CA 92832 (714) 526-8258	CYPRESS COMMUNITY COLLEGE- SCHOOL OF CONTINUING EDUCATION (NOCCCD) Main Office: 9200 Valley View Street, Ae-9 Cypress, CA 90630-5897 YORBA LINDA EDUCATION CENTER (NOCCD) Main Office: 4175 Fairmont Boulevard Yorba Linda, CA 92686 (714) 779-8279

TRAINING PROVIDERS SUPPORTING 1998 SURVEYED OCCUPATIONS

PRIVATE TRAINING PROVIDERS	
A & V TECHNICAL SCHOOL INC 1214 East Katella Avenue Anaheim, CA 92805-6623 714-634-0744	ALARM COMMUNICATIONS TECH 1440 South State College Boulevard, #6E Anaheim, CA 92806-5724 714-518-5930
ART INSTITUTE OF SOUTHERN CALIFORNIA 2222 Laguna Canyon Road Laguna Beach, CA 92651 949-376-6000	AUTOMOTIVE DIAGNOSTICS 1515 South Harris Court Anaheim, CA 92806-5932 714-634-3855
AVIS CONTRACTORS LICENSE SERVICE CENTER 13211 Garden Grove Boulevard Garden Grove, CA 92843-2201 818-785-6550	BARBIZON SCHOOL OF MODELING 4281 Katella Avenue Los Alamitos, CA 90720-3541 562-816-0644
CALIFORNIA CAREER SCHOOLS 1100 South Technology Circle Anaheim, CA 92805-6329 714-635-6585	CASA REAL LEARNING CENTER 1666 North Main Street, Ste. 415 Santa Ana, CA 92701-7417 714-835-6695
CAREER MANAGEMENT INSTITUTE 1855 West Katella Avenue, Ste. 150 Orange, CA 92867-3451 714-771-5077	COMPUTER EDUCATION INSTSIUTE 24551 Raymond Way, Ste. 155 Lake Forest, CA 92630 (800) 225-5187
CONTRACTORS STATE LICENSE SCHOOL 530 West Katella Avenue Orange, CA 92867-4623 714-289-9105	DAYLE MC INTOSH CENTER 210 West Cerritos Avenue Anaheim, CA 92805-6548 714-956-7150
FASHION INSTITUTE OF DESIGN AND MERCHANDISING 3420 Bristol Street, Ste. 400 Costa Mesa, CA 92626-7170 714-546-0930	GERONTOLOGY TRAINING INSTITUTE 214 Hospital Circle, Ste. #3 Westminster, CA 92683 714-893-3050
GOODWILL INDUSTRIES 410 North Fairview Street Santa Ana, CA 92702 714-547-6301	HERMANDAD TRAINING CENTER 825 North Broadway Santa Ana, CA 92701 714-541-0250

TRAINING PROVIDERS SUPPORTING 1998 SURVEYED OCCUPATIONS

HOPE INTERNATIONAL UNIVERSITY 2500 Nutwood Avenue Fullerton, CA 92831 714-879-3901	LINOGRAPHICS 770 North Main Street # J Orange, CA 92868-1119 714-639-0511
NATIONAL BUSINESS REVIEW FOUNDATION 8001 Irvine Center Drive, Ste. 750 Irvine, CA 92618 949-753-9521	PLATT COLLEGE 3901 Macarthur Boulevard Newport Beach, CA 92660-3017 949-833-2300
PRACTICAL SCHOOLS 900 East Ball Road Anaheim, CA 92805 714-535-6000	SOUTHERN CALIFORNIA INSTITUTE OF TECHNOLOGY 1900 West Crescent Avenue, Bldg. A Anaheim, CA 92801-3801 714-520-5552
SUTECH 1855 South Santa Cruz Street Anaheim, CA 92805 714-939-7860	THE MODELS CENTER 151 Kalmus Drive # J1 Costa Mesa, CA 92626-5973 714-662-1000
TIMBERLINE EDUCATION CENTER 1801 East Edinger Avenue. Santa Ana, CA 92705 (714) 550-1175	WOLDEN MULTIMEDIA INSTITUTE 888 Disneyland Drive, Ste. 500 Anaheim, CA 92802 714-563-0863
<i>Note:</i> Providers listed provide training for the 1998 surveyed occupations, however, this is not a complete listing of all training providers. A complete training provider listing may be accessed through the State Training Inventory (STI) online at www.soicc.ca.gov	